



Service Level Agreement

2023

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Service Level Agreement

This document provides relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components:

Average transaction turn-around time

Average transaction turn-around time should be between 5-10 seconds.

Service Availability

The services we provide are operational Monday to Sunday twenty-four (24) hours a day, taking into consideration scheduled downtime for service maintenance or enhancements.

Any scheduled maintenance, modifications and upgrades will be done on mutually agreed times where usage is low (normally between the hours of midnight and 4am) except those necessitated by service outages.

All service uptime calculations will take due consideration of the downtime periods.

System Availability

Unless otherwise agreed to in writing by both parties, Selcom undertakes that the Selcom System on which services are provided, function properly and efficiently and that a 95% (ninety five percent) average uptime functionality of the Selcom System is maintained over any one (1) calendar month period, provided that any failure is not due to:

Force Majeure;

Any failure in any network or telecommunications service on which the services depend;

Where major system upgrades are being undertaken and where such events have been communicated to the relevant parties.

Should the average uptime functionality of the Selcom System go below a 95% (ninety five percent) average over a period of 3 (three) consecutive calendar months, and where any such failure is not due to the events listed above, the client shall be entitled to exercise its rights to terminate Services.

Routine and Preventive Maintenance

Maintenance for interfaces, including updates, upgrades, bug fixes and routine maintenance. Backup connectivity between the client and Selcom systems using the Internet in addition to the point-to-point wireless connection.

Support

Unlimited phone and email support during normal business hours, Monday to Friday 8am to 5pm, and Saturday 8am to 2pm.

A dedicated technician will be made available to CLIENT at all times.

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Support Contact Details: Escalation Matrix

	CustomerCare	Finance		Technical	Business
		Reconciliation	Accounts		
1stLevel Escalation	helpdesk@selcom.net 0659077777 0699754938	recon@selcom.net	accounts@selcom.net	support@selcom.net	business@selcom.net
2ndLevel Escalation	MwanaishaMkumba isha@selcom.net et 0767 969567	AllanLyimo mwana allan@selcom.net 0754788688	Alnoor Kanji alnoor@selcom.net 0784 306 775	RosarioArunrosario@selcom.net0682852526	Abdulrahman Hafidh abdulrahman@selcom.net 0778 707 567
3rdLevel Escalation	SarahMohamed Chief Operating Officersarah@selcom.net/0748219997				
4thLevel Escalation	ChiefExecutiveOfficerceo@selcom.net				

Severityand IncidentResponseTime

SeverityLevelDefinitions

Severity Level1	<p>Means an incident in the System which is causing the System to become inoperative or severely disturbed or frequently interrupted or a severe performance degradation, service degradation or loss of capability.</p> <p>Severity Level 1 defects, problems and/or disturbances shall include, but not be limited to, the following defects, problems and/or disturbances:</p> <ul style="list-style-type: none">• A loss of service that is comparable to the total loss of effective functional capability of the entire System• System or subsystem outages, with accumulated duration of greater than 2 minutes in any 24 hours period, or that continue to repeat during longer periods• A reduction in capacity or traffic handling capability such that expected loads in terms of transaction volume lead to failure to meet quality of service targets for 2 minutes or greater.• Partial or total outages or vital loss of functionality where greater than 10% (ten percent) of affected end users. "Affected end users" is defined as the number of end users who use the functionality on a normal day (measured as the average of the past 7 days).• Partial or total outages or vital loss of functionality where greater than 10% (ten percent) of system capacity in terms of transaction volume are affected.• Partial or total failure to process more than 5% (five percent) of transactions occurred during any given hour.• System Restarts and/or reloads not caused by human intervention or power outages.• Faults or disturbances that compromise system integrity, confidentiality or authentication.
Severity Level2	<p>Means an incident in the System which is causing or is likely to cause the System to become disturbed or frequently interrupted or a performance degradation or service degradation or loss of functionality.</p> <p>Severity Level 2 defects, problems and/or disturbances shall include, but not be limited to, the following defects, problems and/or disturbances:</p> <ul style="list-style-type: none">• Reduction in any capacity/traffic measurement function• Any loss of functional visibility, including back-office business processes such as commission processing, settlement or reconciliation.• Partial or total outages or vital loss of functionality where less or equal than 10% (ten percent) of affected end users. "Affected end users" is defined as the number of end users who use the functionality on a normal day (measured as the average of the past 7 days).• Partial or total outages or vital loss of functionality where less or equal than 10% (ten percent) of system capacity are affected.• When system or any of its elements are operating without redundancy.• Any Software malfunctions resulting in deviation from requirements; which does not affect traffic but causes revenue losses.• Any loss of operational or diagnostic capability.• Any loss of routine administrative activity.• Performance measurements are lost or corrupted.
Severity Level3	<p>Relates to a minor incident that has no impact on the operability of the System and causes no performance degradation or loss of revenue. Often these errors relate to typographical errors or failure or menu items where other equivalent menu items exist.</p>

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IncidentResponseTimes

SELCOM will respond to service related incidents and/or requests submitted by the client within the following timeframes:

SeverityLevel	Responsetime	Resolutiontime
1	15 min	30 minutes to 6 hours (internal incidents) 6 hours to 24 hours (external incidents)
2	30 min	4 hours (internal incidents) 8 hours to 24 hours (external incidents)
3	2 hours	8 hours (internal incidents) 24 to 48 hours (external incidents)
Change Request	2 days	As per Selcom change window
Root Cause Analysis	24 hours to 5 days depending on incident severity.	

External Incidents and Exceptional Cases

Connectivity/internet outage at either point of failure: SELCOM-CLIENT

Power Outage: SELCOM maintains an 18-hour backup power inverter, backed by a 200kVA on-site generator at the primary NOC at Safasha Plaza, TAZARA, Dar es Salaam and the secondary NOC at Uhuru Heights, Bibi Titi Mohamed Road, Dares Salaam.

A 6 to 24-hour delay in response time will be applicable in cases where back-to-back assistance is required from third parties.

Security and Data Privacy Policy

SELCOM maintains an IT policy that addresses security and privacy matters of the company. Specifically, access to SELCOM's data centers is restricted by physical lock-and-key and electronic authentication to no more than two (2) personnel. Clients' data is stored and maintained in offline data stores, inaccessible over the public Internet or on the SELCOM local area network. Moreover, clients' data (such as account and phone numbers) is always partially masked to create incomplete views of records.



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