



Service Level Agreement (SLA)
for *Customer*
by
PikoTV Yazilim Tic. Ltd. Sti.

Document Owner:

PikoTV Yazilim Tic. Ltd. Sti. / v.1.02 ENG

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
PikoTV Yazilim Tic. Ltd. Sti. (PİKOTV)	Service Provider		
(Customer)	Customer		
Product Code / Serial Number / Tag:			

Effective Date :

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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *PIKOTV* and *Customer* for the provisioning of ICT services required to support and sustain PikoTV Advanced Modular Broadcasting Solutions (“equipment”, “hardware”, “product”, “device”) products.

This Agreement remains valid until 1 (one) year after **Effective Date**.

This Agreement outlines the parameters of all ICT services covered as they are mutually understood by the primary company representatives. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent ICT service support and delivery to the Customer by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for ICT service provision between the Service Provider and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

- Match perceptions of expected service provision with actual service support & delivery.

3. Company representatives

The following Service Provider and Customer will be used as the basis of the Agreement and represent the **primary company representatives** associated with this SLA:

ICT Service Provider: PikoTV Yazilim Tic. Ltd. Sti.. (“Provider”)

ICT Service Provider Representative (Name, Surname, Phone, E-mail):

ICT Customer: (“Customer”)

ICT Customer Representative (Name, Surname, Phone, E-mail):

4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

4.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Emergency Manned telephone support
- Email support
- Ticket System support
- Remote assistance using Remote Desktop where available
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check
- Software Update over Internet
- Software Installations

4.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

This agreement must be signed individually for each product. This agreement does not cover any or all products. This agreement only covers the product defined in 1st page of this agreement at section “Product Code / Serial Number / Tag:”.

4.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance/updates.

4.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all company representatives.
- Service Provider is not responsible to maintenance of Customer's hardware.
- Customer has no right to transfer this SLA to any other product(s).

5. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Manned Telephone support :
 - +902164121335 Ext. 207: 9:00 A.M. to 6:00 P.M. Monday – Friday
 - Up to 2 hours per day, Up to 8 hours per week
- Emergency Manned Telephone support :
 - Applies on only in the case of proven broadcast outages.
 - +905434979013: 6:00 P.M. to 5:00 A.M. All week days
- Email support: 9:00 A.M. to 5:00 P.M. Monday – Friday
 - support@kizil.com
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Ticket System support: 9:00 A.M. to 5:00 P.M. Monday – Friday
 - <https://www.pikotv.com/support>
 - Tickets received outside of office hours will be collected, however no action can be guaranteed until the next working day

- Remote assistance using Remote Desktop: 9:00 A.M. to 5:00 P.M. Monday – Friday
 - Remote Desktop Support will be given over Alpemix
 - <http://www.alpemix.com/site/default.asp>
 - Customer is responsible to provide necessary network setup to allow access.
- Onsite assistance guaranteed within 72 hours during the business week
 - Onsite assistance will be given on the case where Service Provider and Customer both agree that onsite assistance is needed.
 - If onsite request is out of Istanbul, Customer will cover travelling and hospitality costs (minimum 4 stars).
- Monthly system health check
 - System health check can be done verbally with Customer’s representative on phone, or over email, or over remote assistance. Each month’s 1st Thursday this check will be done.
- Software Update over Internet
 - Service Provider will provide software updates over Internet to equipment.
 - Customer is responsible to provide necessary network setup to allow access.
- Software Installations: 9:00 A.M. to 5:00 P.M. Monday – Friday
 - Customer can request to have PikoTV Advanced Modular Broadcasting Solutions software installation to her own hardware. For this case, Customer is responsible to provide her own hardware to be delivered to Service Provider’s office.

5.2. Service Requests

Customer has rights to request below services:

- Bug fixes & feature updates
- PikoTV Advanced Modular Broadcasting Solution software installation

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request. Customer needs to mention about priority while doing request.