

7. LOAD

- 7.1. The normal level of the load is not more than 5 requests per day.
- 7.2. If the load exceeds the normal level, any request above the normal level of load shall be treated as a usual request and be processed according to the terms and conditions set in this SLA. Contractor will do its best to process all requests properly and timely, but Contractor guarantees action times only if the load does not exceed the normal level.
- 7.3. If the load systematically exceeds the normal level, the Parties shall negotiate an increase of the normal level.

8. SERVICE AVAILABILITY

- 8.1. Contractor shall provide support service to the Users 24 hours per day 7 days per week.
- 8.2. No less than 95% of calls shall be answered within 15 seconds. The remaining 5% of calls fall under the timing when the Service team members are engaged in other Customer calls and cannot address the request immediately. In such an occurrence, the call shall be answered in the reasonably shortest time or will be subject to a callback.
- 8.3. No less than 99% of calls shall be attended to (including calls that require a callback). This excludes the cases when the callback number could not be technically recognized or the callback number provided by the User is invalid.
- 8.4. The remaining 1% of calls fall under certain risks, such as invalid callback numbers, line disconnection on User side, and other similar cases.
- 8.5. The uptime of the Request registration web page shall be no less than 99,9%.
- 8.6. 100% of email requests shall be attended to.
- 8.7. In case Contractor fails to provide the Service according to the present SLA, Customer shall submit to Contractor a written request to restore the required Service level no later than within 7 (seven) calendar days from the request delivery.
- 8.8. In the event that Contractor fails to restore the required Service Level within the stated period, Customer reserves the right to terminate the current Agreement with immediate effect.