

CM.com Service Level Agreement

Updated: version July 2024

1. Definitions

- “Incident” means (i) any single event, or (ii) any set of events, that result in products not being available for clients to use.
- “Business Hours” means 8.30 – 17.00 on Monday to Friday Central European (Summer) Time. Excluding general Dutch holidays
- “Business day” means eight consecutive Business Hours.
- “Network operations centre” means a 24/7/365 staffed team that monitor the CM.com products.
- “Beta or early access” means a product still in development-phase. This is noted on the Order form or confirmed to the client otherwise.

2. Availability Commitment

CM.com commits to use all commercially reasonable efforts to achieve an availability as stated below. Exclusions: (a) third party incidents and errors, (b) Client self-created issues (c) force majeure, (d) scheduled or emergency maintenance, or (e) beta or early access releases

Product Category	Availability commitment
Business Messaging	99,99%
Voice	99,99%
Service Cloud	99,90%
Marketing Cloud	99,90%
Conversational AI Cloud	99,90%

3. Measurement

Tracking of performance against the SLA shall be undertaken by CM.com using its internal measuring tools and processes on a quarterly basis. We define "Availability" as $(\text{total minutes in a quarter} - \text{excluded duration} - \text{unavailability duration}) / (\text{total minutes in a quarter} - \text{excluded duration}) \times 100\%$. For Voice/SIP we expect clients to configure a back-up trunk in their PBX set-up. And therefore consider Voice/SIP available when at least one of the measured trunks is available.

4. Access to Support

All Clients have access to the support page on our website that includes guides, e-learning and supporting

materials to use CM.com products. Here you can find access to the CM.com Knowledge Center, Developers portal and Status page. If you want to contact support, you can request the chatbot on cm.com for information, or go to our dedicated support page <https://www.cm.com/support/> CM.com has a dedicated team of support representatives to assist the Client with questions and issues regarding CM.com services. All Clients have access to Business Hours chat support via the chat bubble/chatbot on the CM.com platform. For security reasons, only authorized users on the Clients account can request support. Customer support does not assist with code development or debugging of Client code.

5. Response times

CM.com Client support strives to respond within one business day. Clients are entitled to support according to the following response times during Business Hours.

Priority	Impact	Response Time	Example
High	Business Critical	1 hour	Questions or issues impacts your business to the extent that it is completely disrupted. This is a production application and there is no work around available.
Normal	General Inquiry	8 hours	Other

Clients are allowed to classify requests with a priority and have a guaranteed response within that time period. The CM.com services team is allowed to reclassify a specific issue if we deem the current priority to be incorrect.

6. Incidents

CM.com distinguishes between different incident priorities based on the scope and impact of the incident. Range from P1 (critical and widespread) to P5 (minor and contained).

Priority	Name	Description
P1	Critical	Multiple products where the majority of the users are not able to use the product
P2	Major	Majority of the users of a product are not able to use that product
P3	Significant	Breaking issue within a product, but majority of the users are able to continue using it
P4	Limited	A small incident that impacts use of the product but doesn't bring it to a halt.
P5	Minor	A minor bug or issue that does not impact the product.

Clients can find any incident classified P3 or higher with CM.com products on our Status page <https://status.cm.com>. They can subscribe to notifications and receive email alerts and updates regarding incidents and maintenance.

CM.com strives to resolve P1 – P3 incidents as soon as possible and our Network operation centre will coordinate an incident response.

Priority	Escalation	Update
P1	Immediately	Every 15 minutes
P2	Immediately	Every 30 minutes
P3	Business Hours	Every 120 minutes

Priority	Escalation	Update
P4	Planned	No
P5	Planned	No

7. Maintenance

We will use reasonable efforts to perform maintenance with a higher risk profile outside Business Hours and try to maintain service availability during these windows. We strive to inform Clients at least two weeks in advance of scheduled maintenance.

In case of emergency maintenance CM.com will use reasonable efforts to provide notice at least 24 hours in advance.

All related maintenance windows will be announced via <https://status.cm.com>. Clients can subscribe to email notifications for specific services.

8. Updates

We may update this SLA when necessary. These updates will be published on <https://www.cm.com/en-gb/app/legal>.