



# **STORYSTREAM STANDARD CUSTOMER SLA**

Standard Service Level Agreement

Updated Dec 2022

## Document Control

This proposal contains confidential information and should not be disclosed outside of StoryStream.

Title	StoryStream Standard SLA
Owner	Cameron Franks

## Document History

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## Document Distribution

The information held within this document is Public.

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## A. Live Support Process

For the purposes of this SLA, StoryStream's business hours are 09:00 – 17:00 GMT Monday to Friday, excluding 25th December - 1st January (when StoryStream is officially closed) and any other UK bank holidays.

Live support assistance is available for customers for the following:

- Documented features not working (bugs/technical issues),
- Product Catalogue integration requests,
- Information requests

The Customer is able to file a support request with StoryStream using:

1. the [Help Center](#)
2. StoryStream's live chat functionality which is available when logged into the platform (located in the widget found in the bottom right-hand corner)
3. email to [support@storystream.ai](mailto:support@storystream.ai)

These channels of support are available to all platform users at all times, allowing the Customer to raise new support requests via the above-mentioned methods or update existing support requests via the [My Requests](#) area of the [Help Center](#).

The Customer must include:

- A clearly written description of the support request, including any links, screenshots and videos where applicable,
- If it's a technical support issue, steps that can be taken by the support team to replicate the support request,
- The Account / Story name that the issue is related to,
- If applicable, any web outputs that the issue is related to

StoryStream will log the problem and provide the Customer with a ticket ID number by email to track progress on the valid support request and provide updates accordingly. The Customer can manage requests by email or by using the [My Requests](#) section of the Help Center.

If any user contacts StoryStream support for any reason other than the topics set out above, StoryStream may refer that user to one of the customer's admin users and/or to their relevant Customer Success Manager.

## B. Response and Resolution Times

StoryStream reserves the right to prioritise support requests depending on the severity of the issue identified, and the impact on the Services to the Customer that raised the support request, as well as the rest of StoryStream Customers.

StoryStream will use its best endeavours to ensure that max resolution times are met, but on some occasions, depending on the issue raised by the customer, this may not be reasonably possible. Any extensions will be communicated by StoryStream to the customer on a case-by-case basis.

PRIORITY	DETAILS OF VALID SUPPORT REQUEST	FIRST RESPONSE TIME	MAX RESOLUTION TIME
Critical	StoryStream platform and/or paid services: <ul style="list-style-type: none"><li>• are entirely unavailable</li><li>• have data security issues or are severely compromised</li><li>• have issues related to compliance, GDPR, rights for live content, right to be forgotten requests, or cookies</li><li>• are not displaying any externally published content</li><li>• are experiencing data loss</li></ul>	1 hour (including non-business days)	1 day (including non-business days)
High	StoryStream modules are displaying some content, or website users are not aware of issues. <ul style="list-style-type: none"><li>• However, the StoryStream platform and services:</li><li>• are generally available and usable but a significant portion of the application is unavailable, unreliable or otherwise impacting users' business operations e.g. unable to publish new content</li></ul>	1 business day	10 business days
Medium	StoryStream platform or services: <ul style="list-style-type: none"><li>• have a problem but it does not</li></ul>	1 business day	20 business days

	significantly limit the functionality or impact users' business operations or is limited to a single customer being affected		
Low	StoryStream platform or services: <ul style="list-style-type: none"> <li>A single piece of content is affected or there is an aesthetic issue where functionality is not affected.</li> </ul>	1 business day	30 business days
Query	Any general & 'how-to' questions relating to StoryStream products and services.	1 business day	5 business days

## C. Service Availability

StoryStream will use all commercially reasonable efforts to maximise the availability of our services, and provides performance availability per quarterly average, as detailed.

SERVICE NAME	AVAILABILITY	HOW AVAILABILITY IS MEASURED
StoryStream platform	99.9%	<p>StoryStream platform output availability is measured 24/7, 365 days a year by testing live queries from a remote test server, located outside of and remote to the production infrastructure.</p> <p>Availability is based upon the successful operation of all core platform functionalities (Login, Account ('Story') visibility, Content Publishing)</p>
StoryStream web and screen output	99.9%	<p>StoryStream web and screen output availability is measured 24/7, 365 days a year by testing live queries from a remote test server, located outside of and remote to the production infrastructure.</p> <p>Availability is based upon the successful operation of all core platform functionalities: mainly a Storyboard showing content on a test host page.</p>

		<p>Exclusions:</p> <ul style="list-style-type: none"> <li>• Storyboards not appearing due to too few content items published,</li> <li>• host page conflicts that affect the output visibility.</li> </ul>
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The availability calculation for any Services set out above excludes scheduled and emergency maintenance, downtime of third-party communications networks or other third-party suppliers. StoryStream may undertake emergency maintenance at any time pursuant to an emergency.

StoryStream tries to provide three business days advance notice of any scheduled maintenance. Although StoryStream tries to minimise disruption by scheduling maintenance outside UK working hours, StoryStream cannot guarantee this will always be the case. Scheduled maintenance will not normally impact the availability of Storyboards.