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Service Level Agreement

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1) Preamble

PSI will offer the services described within this Service Level Agreement (SLA) and you the Client, as indicated by your signature, will receive the services in accordance with the following conditions

- i. Services and service entitlement are subject to
 - o Your accounts(s) with PSI being in good standing
 - o You discharging your responsibilities as indicated in this and any related documents issued by PSI from time to time, including but not limited to PSI's fair usage policy document.
 - o You using reasonable discretion when placing calls and assigning priorities

- ii. Should you be signing for or on behalf of staff employed by you in either a shared or dedicate capacity and said staff make use of these services you agree that they are bound by the same conditions as those that bind you

- iii. PSI warrant that
 - o Its support personnel will
 - have skills commensurate with the requirements of services delivered
 - observe all health and safety rules and regulations and any other security measures that apply in chamber
 - act in a professional manner in all dealings with you

- iv. General
 - o It is acknowledged that time is of the essence within the advocates' profession and to this end PSI will use reasonable commercial efforts to ensure that emergency requests are responded to.

 - o _____ and its members acknowledge that they have a responsibility to assist PSI in managing demand within the framework of costs and capacity.

 - o PSI comply with vendor terms and conditions and as such will not action any request that breaches such terms and conditions including but not limited to compliance with software licensing.

 - o The document is a living document and is subject to review from time to time by both the _____ management and PSI; each party to agree changes before they become effective. Such changes will not be unreasonable in nature nor be unreasonably declined.

- v. By signing this SLA you accept and acknowledge

- The conditions noted above
- Your responsibilities as indicated in each of the services described in this document
- The minimum term for services to be delivered as 36 months. Contract will automatically renew for another 12 months on anniversary date.
- Should you wish to terminate these services after the minimum period you need to provide PSI 3 months' written notice to terminate your subscription to the services.

2) Security including end point protection

PSI will be deploying ESET Smart Security Protection for all laptop and desktop computers connected directly to the LAN. ESET is a world leader in virus protection and will aid in the prevention of malicious attacks to both the desktop device and the network. In conjunction with the CYBEROAM firewall the risk of attack will be minimized. Malware and virus signatures are continually updated in real time ensuring the latest technology is continually protecting the network and its devices.

It is mandatory that any device attached to the group Local Area Network or Wi-Fi infrastructure is protected by this service.

Visitors with authority to make use of the groups Internet access whilst in chambers will have their network traffic routed in such a manner as to prevent contamination of group IT facilities. This will mean that they will not be able to access group printers, group Juta or other group LAN based services

Service support delivered by	PSI Remote & On-site support
Client responsibilities	<ul style="list-style-type: none">• Do not attempt to remove end point protection• Allow upgrades to end point protection• Comply with standards• Follow normally accepted safe computing practices

3) Internet access and general web services

Utilizing a fibre optic service access to the internet and internet based services is provided to each Advocate and/ or secretary.

Internet access is a shared service across all members of the group. As such excessive utilization by one or more members may impact on all other group members. Capacity for this service has been costed on a maximum of 3 devices per user utilizing these services in accordance with PSI fair usage policy. Such devices can be connected either via the wireless or wired connectivity offered in the chambers.

PSI will monitor capacity usage (not content) and where breaches of fair usage occur to the extent that other group members' reasonable use of the service is compromised such excess will be controlled.

Where demand indicates an upgrade to the internet line capacity required PSI will advise _____ of the need, supported by appropriate reports, and will after agreement increase capacity. The cost of which will be spread across all users of the service.

In order to implement a reasonable, fair use regime, PSI will assign priority to Internet service usage with the following services receiving higher priority than other services;

- Email
- General browsing

Weekly or monthly reporting on usage can be provided to group administration on an as requested or require basis.

Service support delivered by	On-site & Remote support
Client responsibilities	<ul style="list-style-type: none"> • Follow fair usage practices • Place support calls through service desk

4) Email

We understand email is a critical tool of business and as a valued business partner we understand the urgency of this tool. To avoid any confusion, below is a detailed breakdown of services and responsibilities regarding email.

PSI facilitates access to a MWEB @law.co.za and other hosted email service and is responsible for access to that service from the firewall outwards. If the advocate has chosen not to use PSI for desktop support, after initial remote investigation, any calls for assistance that are not related to PSI infrastructure must be dealt with by your 3rd party desktop support partner.

Component of service	PSI Actions	PSI responsibility
3 rd Party hosted email	Log call with 3 rd Party	Manage call until complete
PSI infrastructure*	Log call with PSI engineer	Resolve

*PSI infrastructure includes: Server, Firewall, Internet, and Switch

Note that other domain accounts such as gmail.com or yahoo.com are not supported by PSI but if support is selected then PSI will manage the call to the 3rd party. Problems with these accounts can be logged by the advocate with the service providers for resolution, once remote support has eliminated PSI Infrastructure within the chambers as being the cause of any incidents.

Service support delivered by	Remote & on-site support for PSI Infrastructure only
Client responsibilities	<ul style="list-style-type: none"> • Place support calls through service desk • Observe safe email practices • Subscribe to the service

5) Juta law reports

Juta publication will be available for access within the chambers Local area network (LAN). PSI license agreement with Juta does not allow PSI to offer access to the content unless the device accessing content is attached to the groups LAN.

Updates to the product are provided to PSI on a monthly basis. PSI will load such updates with 2 business day of receipt from the publisher.

PSI cannot resolve issues relating to content of Juta functionality. All such calls will be referred to publishers for resolution; such resolution will be in accordance with publisher's terms and conditions. PSI will managed all such calls through service desk agents.

Service support delivered by	Remote and on-site support, 3 rd Party service provider
Client responsibilities	<ul style="list-style-type: none"> • Subscribe to the service • Observe publisher terms and conditions • Place support calls through service desk

6) Desktop Support Services

Break / Fix Services

Should the advocate choose to accept the monthly desktop support services the below services will be included and will not be an additional charge.

Break /Fix services will restore any failed component of a subscribed service to an operational state.

For hardware under warranty, vendor or supplier terms and conditions will inform entitlement and repair times.

PSI can provide the below services on a time and material basis. This support will be classified as break/fix or installations, moves, additions and changes (IMAC).

Service supported	08:00 to 17:00 during normal business days
Service support delivered by	3 rd Party or PSI by time and materials basis
Client responsibilities	<ul style="list-style-type: none"> • Provision of a supported device to attached to service • Observer service provider terms and conditions
Service cost	<ul style="list-style-type: none"> • Time and materials rates at the time

IMAC Services

IMAC services will deliver on any request for installations additions, changes or moves.

Examples of an IMAC service include

- Installation of a new device or software program
- Subscription to a new service
- Relocation from chamber or within chamber

Service supported	08:00 to 17:00 during normal business days
Service support delivered by	Remote and on-site support
Client responsibilities	<ul style="list-style-type: none"> • Provision of new device , software license and media • Call logged to service desk
Service cost	<ul style="list-style-type: none"> • Costs will be for subscribers account.

7) Wireless (WIFI) Access

A secure WIFI solution will be provided within the group premises covering your floor areas.

Access to the WIFI solution will be automatically provided for up to 3 devices per subscribed end user.

From a security view point PSI will not allow individual WIFI units to act as gate ways to the group LAN. Such units will not be allowed to connect to group LAN.

Primary access to the group LAN should be via a fixed data point established in chambers. It should be noted that WIFI when compared to 'wired' networking still has some limitations in terms of speed and capacity and as such should be used when moving through the building and not as the primary access method.

The WIFI solution will provide adequate access to all services, including the ability of individual advocates to allow "guests" access to Internet services as required and enable seamless switching between wired and wireless access to all services.

Guest users of the WIFI solution will not be allowed to access any group LAN based service other than access to the internet. This is to enforce security of the group and its members and is in line with normal "guest access" principals.

Service supported	08:00 to 17:00 during normal business days
Service support delivered by	Remote & on-site support
Client responsibilities	<ul style="list-style-type: none">• Compliance with security requirements• Provision of a supported device to attached to service• Calls logged to service desk

8) Support outside of chambers

PSI do not offer support for group members outside of the chamber buildings as part of this service offering. In the event that a group member requires IT support either at home or in a remote location PSI will endeavor to contract a 3rd party service provider with appropriate skills to address such requests. PSI offer no warranty or representation as to the effectiveness of such service providers but will use commercial best endeavors to ensure that they are minimally able to resolve any such group member requests.

Costs associated with this facility will be charged directly to the group member requesting the service.

9) Service availability and support response

Service	Planned Availability	Support Hours	Responsiveness
Security	24x7x365	08:00 to 17:00 NBD	A maximum of 4 hours after call is placed
Data Protection	24x7x365	08:00 to 17:00 NBD	A maximum of 4 hours after call is placed
Internet access	24x7x365	08:00 to 17:00 NBD	A maximum of 4 hours after call is placed
Email	24x7x365	08:00 to 17:00 NBD	A maximum of 4 hours after call is placed
Juta	24x7x365	08:00 to 17:00 NBD	A maximum of 4 hours after call is placed
Break / Fix Services	08:00 to 17:00	08:00 to 17:00 NBD	A maximum of 4 hours after call is placed
IMAC services	08:00 to 17:00 NBD	08:00 to 17:00 NBD	A maximum of 2 business days after call is placed
WIFI	24x7x365	08:00 to 17:00 NBD	A maximum of 4 hours after call is placed
Support outside of chambers	08:00 to 17:00 NBD	09:00 to 16:00 NBD	A maximum of 3 business days after call is placed

10) Notes

- Availability of a service outside of supported hours is not guaranteed. In the event that a call is placed outside of supported hours it will be attended to at the start of the next business day.
- Responsiveness means commencement of work by either on site or remote support engineers to a call logged through the service desk
 - Call responsiveness can be improved for urgent support. Excessive demand for urgent support will impact other group members. Group administration may be requested to arbitrate in such situations.

SIGNED at _____ on _____ 20____

For: PSI (PTY) LTD

Signatory:

Capacity:

SIGNED at _____ on _____ 20____

For: Client

Signatory:

Capacity:

Witness for PSI: _____

Witness for Client: _____