



# Know Your Customer Limited

## SYSTEMS SERVICE LEVEL AGREEMENTS (SLA) V1.1

*Agreements for Level 1 and Level 2 Support, Web Applications,  
Data Accessibility, API Access, Services and Mobile Apps  
Accessibility.*

### Know Your Customer Limited

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## General

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This Service Level Agreement for Know Your Customer Limited (this "SLA") forms a part of your SaaS agreement (the "Agreement"), entered into with Know Your Customer Limited. Capitalized terms used but not defined in this SLA will have the meaning assigned to them in the Agreement. This SLA applies to the Know Your Customer Online Services listed herein (a "Service" or the "Services"), but does not apply to separately branded services made available with or connected to the Services or to any on-premises software that is part of any Service. If we do not achieve and maintain the Service Levels for each Service as described in this SLA, then you may be eligible for a credit towards a portion of your monthly service fees. We will not modify the terms of your SLA during the initial term of your subscription; however, if you renew your subscription, the version of this SLA that is current at the time of renewal will apply throughout your renewal term. We will provide at least 90 days' notice for adverse material changes to this SLA.

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## Definitions

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"**KYC**" Know Your Customer Limited

"**Downtime**" is the total accumulated minutes that are part of Maximum Available Minutes

"**Maximum Available Minutes**" is the total accumulated minutes during a billing month. Maximum Available Minutes is measured from when the Solution has been deployed and its associated roles have been started resultant from action initiated by Customer or KYC to the time Customer has initiated an action that would result in stopping or deleting the deployed solution. Excluding Maintenance and hotfixes deployments.

"**Monthly Uptime Percentage**" for is calculated as Maximum Available Minutes Less Downtime divided by Maximum Available Minutes in a billing month for a given Contract. Monthly Uptime Percentage is represented by the following formula:

**Monthly Uptime % = (Maximum Available Minutes-Downtime) / Maximum Available Minutes X 100**

"**Incident**" an circumstance which causes or may cause a Downtime.

"**Service Credit**" is the percentage of the Applicable Monthly Service Fees credited to you following KYC claim approval.

"**Service Level**" means the performance metric(s) set forth in this SLA that KYC agrees to meet in the delivery of the Services.

"**Service Resource**" means an individual resource available for use within a Service.

"**Success Code**" means an indication that an operation has succeeded, such as an HTTP status code in the 2xx range.

"**Support Window**" refers to the period of time during which a Service feature or compatibility with a separate product or service is supported.

"**Customer**" as defined in the SaaS Agreement.

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## Limitations:

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This SLA and any applicable Service Levels do not apply to any performance or availability issues:

- Due to factors outside our reasonable control (for example, natural disaster, war, acts of terrorism, riots, government action, or a network or device failure external to our data centers, including at your site or between your site and our data center);
- That result from the use of services, hardware, or software not provided by us, including, but not limited to, issues resulting from inadequate bandwidth or related to third-party software or services;
- Caused by your use of a Service after we advised you to modify your use of the Service, if you did not modify your use as advised;
- During or with respect to preview, pre-release, beta or trial versions of a Service, feature or software (as determined by us);
- That result from your unauthorized action or lack of action when required, or from your employees, agents, contractors, or vendors, or anyone gaining access to our network by means of your passwords or equipment, or otherwise resulting from your failure to follow appropriate security practices;
- That result from your failure to adhere to any required configurations, use supported platforms, follow any policies for acceptable use, or your use of the Service in a manner inconsistent with the features and functionality of the Service (for example, attempts to perform operations that are not supported) or inconsistent with our published guidance
- That result from faulty input, instructions, or arguments (for example, requests to access files that do not exist);
- That result from your attempts to perform operations that exceed prescribed quotas or that resulted from our throttling of suspected abusive behavior;
- Due to your use of Service features that are outside of associated Support Windows; or
- For licenses reserved, but not paid for, at the time of the Incident.
- Due to 3<sup>rd</sup> Party integration unavailability.
- Due to Jurisdiction Crawl process unavailability.

*"1<sup>st</sup> line of support  
[https://app.knowyo  
urcustomer.com](https://app.knowyourcustomer.com)  
+353 1 2440669"*

## Support

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### Channels

KYC offers three distinct channels for support contact: **live chat, e-mail, and phone.**

During normal business hours, initial e-mails will be responded to with acknowledgement of the issue within **one hour**. Live Chat and Phone calls will be answered in the order that they arrive with the aim to have them addressed in **five minutes or less in non-peak hours**, and **15 minutes or less in peak hours.**

The time taken to address issues will vary depending on severity. In the unlikely event that we experience service issues that are highly detrimental to your workflow. For less impactful bugs and change requests, this time will vary.

Issues not immediately resolved are prioritized for technical incident resolution (see below)

**Main Support Method:** Live Chat, Email, Phone

**Main Support Email:** [support@knowyourcustomer.com](mailto:support@knowyourcustomer.com)

**Main Support Phone:** +353 1-2440669

## Level 1 & Level 2 Incident Support

Incidents not resolved by Front Desk Support are prioritized in 3 Levels for immediate resolution as:

### System Unavailability

Maximum SysOps/Dev Response Time	Examples / Use Cases
2hr	<ul style="list-style-type: none"> <li>• Apps or services are unavailable</li> <li>• User is unable to login</li> </ul>

### Level 1 - Customer is unable to continue working further and is blocked

Maximum SysOps/Dev Response Time	Examples / Use Cases
24hr	<ul style="list-style-type: none"> <li>• Customer Unable to Create a Case</li> <li>• Customer is unable to get Reports</li> </ul>

### Level 2 - Customer has Issue but there is a workaround

Maximum SysOps/Dev Response Time	Examples / Use Cases
48hr	<ul style="list-style-type: none"> <li>• Customer unable to send SMS, but if using another Role he can</li> <li>• User is unable to login with a given user, but if given another user he can.</li> </ul>

## Maintenance, Updates & hotfixes

Maintenance and releases are performed outside of **business hours (Monday – Friday, 9AM to 5PM GMT)** on a business day. A business day means any day other than a Saturday, Sunday or public holiday in the United Kingdom and Republic of Ireland.

Going forward, we are moving to a no-downtime implementation of our SDLC and Continuous Integration, which will allow us for a faster and improved availability. This is expected to be implemented within the next quarter.

Notice of maintenance window is communicated through several mechanisms.

In-Solution alerts and notifications will give further details to all users, and major updates will be accompanied by emails. If a major update includes a change to the user workflow or new feature, a document detailing the function and how to use it will be sent at least three days prior to the feature release.

## **Notifications & Monitoring**

Real-time in-solution updates and notifications will notify users of technical issues or third-party provider outages that may impact their work. They will also be notified when the outages have ceased or been repaired.

Additionally, KYC provides a status page of the health of their systems in <http://kycl.status.io>.

Subscription can be done for non-users of the KYC Systems to get automatic notified of systems availability.

Major issues or outages that are expected to take longer than 3 hours to repair will be accompanied by an email to the company's point of contact detailing the issue and the steps being taken to amend it.

If one of our third-party providers is experiencing technical issues or outages, status will be updated in <http://kycl.status.io/>

Additional SMS Notifications can be requested per customer.



## Applications & Services

### Web Application

For Cloud Web Application Services, we guarantee connectivity and accessibility to <https://app.knowyourcustomer.com> or other Web Application contracted under the SaaS agreement at least 99.5% of the time.

Monthly Uptime Percentage	Service Credit
<99.5%	10%
<98%	20%

### Web Upload Portal

For Cloud Web Upload Portal Services, we guarantee connectivity and accessibility to <https://up.kycl.io/> or other Web Upload Service Web Application contracted under the SaaS agreement at least 99% of the time.

Monthly Uptime Percentage	Service Credit
<99%	10%
<98%	20%

### API

We guarantee that API Management Service instances running in the Standard Plan will respond to requests to perform operations at least 99% of the time using <https://api.knowyourcustomer.com> or any Custom API endpoint under the SaaS agreement.

Monthly Uptime Percentage	Service Credit
<99%	10%
<98%	20%

We guarantee that API Management Service instances running in the Premium Plan will respond to requests to perform operations at least 99.5% of the time.

Monthly Uptime Percentage	Service Credit
<99.5%	10%
<98%	20%

## Data and Storage

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### Data at rest Accessibility

We guarantee that at least 99% of the time, we will successfully process requests to read data from Read Access-Geo Redundant Storage (RA-GRS) in our Azure Accounts and make them available to Apps or through Backup.

Monthly Uptime Percentage	Service Credit
<99%	10%
<98%	20%

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