



DiLL Service Level Agreement

Swift Education Systems Inc.
332 S Michigan Ave Ste 1032 #S185
Chicago, IL 60604

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1. Service Level Agreement

This Service Level Agreement defines terms and conditions for maintenance and support services performed by Swift Education Systems Inc. for the customer, in the following referred to as “the Customer.”

The Service Level Agreement covers the following products:

- DiLL – The Digital Language Lab, including the following DiLL components:
 - Teacher Software
 - Student Software
 - Server Software

The Service Level Agreement is valid when the Customer has a valid software license for products covered by the Service Level Agreement and the Customer is covered by the DiLL Support Plan.

Swift Education Systems Inc. reserves the right to change, amend, or revise the Service Level Agreement at any time. Changes or revisions to the Service Level Agreement are effective when posted to <http://www.swifteducation.net>.

2. Support Services

Swift Education Systems Inc. provides these maintenance and support services for the Customer:

- Error report handling and incident management
- Work-around solutions as and when needed
- Permanent fix solutions as and when needed
- Online Customer self-service resources

A “work-around” solution is a temporary remedy required to eliminate an error. Work-around solutions may cause minor restrictions in system performance or available system functionality.

A “permanent fix” solution is the actions required to prevent the reoccurrence of an error and any underlying causes of a problem. When a permanent fix is implemented, the system is restored to full functionality and performance.

3. Incident Management

a. Requesting service or submitting incidents

Service requests and incident reporting must be submitted via phone at (312) 257-3768 or email at support@swifteducation.net.

b. Support business hours

Swift Education Systems Inc. provides access to support services to the Customer and handles requests about Swift Education Systems' products and operations.

Support is available for personal service on business days:

- Monday through Friday from 8:00AM to 6:00PM CST

c. Error reporting procedure

- Requests by phone:
 - Phone service is available during support business hours at (312) 257-3768
 - Customers may report errors and incidents by voicemail during non-business hours
- Requests by email:
 - An email service, support@swifteducation.net, is available for submission of requests
 - Email reply is provided during support business hours

All support requests should include:

- Customer name and contact information
- Software version number
- Problem description and step-by-step procedures to reproduce the error (if possible)
- When sending a support request via email, any screenshots or other images (if applicable) that can help identify the problem

d. Response and resolution times on software incidents

Response Time	Resolution Time
24 hours	Up to 5 business days or software release cycle

Software incident resolution time depends on the problem complexity and the potential need to handle the request over to the development group. Problems that cannot be resolved in the context of the current software version are sent to Swift Education Systems' development group, which means that the fix will be included in the subsequent software release cycle. Swift Education Systems Inc. cannot guarantee a fixed time for when subsequent software release cycles will be completed.

Factors that may delay resolution times include, but are not limited to the following:

- A problem that cannot be reproduced using a similar hardware configuration
- A Customer cannot give enough information required to diagnose and resolve the problem
- The problem requires custom improvements or an unplanned update
- A Customer carries out actions that break the Software License or the technical requirements for installation and use of the software

Response and Resolution Definitions:

- "Response time" is defined as the time it takes for Swift Education Systems Inc. to confirm that the reported incident has been registered

- “Resolution time” is defined as the time it takes for Swift Education Systems Inc. to investigate and implement a resolution, or to investigate and confirm a reasonable time estimate for implementation of a resolution
- The definition of “response” is confirmation to the Customer that the incident was received and registered by Swift Education Systems Inc. help desk.
- The definition of “resolution” is the sum of the involved phases it takes to resolve the reported incident by Swift Education Systems Inc.

Response times and resolution times are effective within the support hours defined in Section 3.2 of this Service Level Agreement.

e. In-person on-site incident management

In addition to requesting phone and email support, Swift Education Systems Inc. offers to each Customer one day of in-person on-site support annually. Travel costs incurred during these on-site visits are not included in the DiLL Support Plan. Customers may schedule on-site support by contacting support at (312) 257-3768 or via email at support@swifteducation.net. Swift Education Systems Inc. cannot guarantee that on-site visits will result in incident resolution.

f. Online Customer self-service resources

Customers are granted, under this Service Level Agreement, access to online self-reference resources created and maintained by Swift Education Systems Inc. including:

- Training materials
- Reference guides
- User manual