

Overview

This Service Level Agreement (SLA) outlines the terms and commitments between Garaj and its customers for the provision of Garaj Mail services. Garaj Mail offers a comprehensive email solution tailored to meet the communication needs of businesses and organizations.

Uptime: Garaj commits to maintaining a minimum uptime of 99.5% for Garaj Mail service.

Service Inclusions & Specifications

Garaj Mail offers a feature-rich email solution designed to facilitate efficient communication and collaboration. The features, functionalities and performance standards of Garaj Mail service are as follows:

- **Email hosting:** Garaj Mail provides robust email hosting services, including domain hosting, mailbox provisioning, and management of email accounts.
- **Webmail access:** Users can access their email accounts via a user-friendly webmail interface, allowing them to send, receive, and manage emails from any web-enabled device.
- **Standard Email Protocols:** Garaj Mail supports standard email protocols such as IMAP, POP3, and SMTP, ensuring compatibility with various email clients and devices.
- **Calendars and Contacts Integration:** Garaj Mail offers integration with calendar and contact management functionalities, allowing users to schedule appointments, organize contacts, and synchronize data across devices.
- **Security Features:** Garaj Mail includes robust security features such as encryption, spam filtering, and virus protection to safeguard email communications and protect against malicious threats.
- **Administrative Tools:** Administrators have access to a range of tools and features to manage Garaj Mail services effectively, including user account management, domain management, and monitoring and reporting capabilities.
- **Collaboration Tools:** Garaj Mail provides collaboration tools to facilitate teamwork and productivity, including shared calendars, shared contacts, and task management features.
- **Mobile Accessibility:** Garaj Mail is accessible on mobile devices through native mobile applications for iOS and Android, with features such as sync across devices, offline access, and responsive design for optimal viewing on mobile screens.
- **Data Backup and Recovery:** Garaj Mail offers data backup and recovery mechanisms as an add-on service but is not built in. It is recommended to the customer to subscribe for backup services separately to ensure data integrity and resilience, including regular backups, point-in-time recovery, and data retention policies.

Garaj Mail SLA exclusions

Exclusions from the Garaj Mail SLA include pre-general availability features, explicitly excluded services, and errors beyond Garaj's control. It also encompasses issues stemming from customer equipment, third-party technology, and customer actions. Unavailability due to force majeure events, Internet problems, or non-compliance with documentation is not covered. These exclusions define scenarios where service commitments may not apply.

Force Majeure Factors:

Force majeure factors are events or circumstances that are beyond the control of parties involved and can impact the ability to carry out contractual obligations. In the context of email service provisioning, several force majeure factors can contribute to failures or challenges including but not limited to following:

- **Natural Disasters:** Events like earthquakes, floods, hurricanes, tornadoes, and other natural calamities that are beyond human control and could disrupt Garaj Mail services.
- **Wars or acts of terrorism:** Armed conflicts or hostilities between nations or groups that could lead to disruptions in infrastructure or communication networks affecting Garaj Mail services.
- **Strikes:** Labor disputes or industrial actions involving Garaj Mail staff or third-party service providers that may interrupt service operations.
- **Governmental actions:** Regulatory actions, sanctions, or restrictions imposed by government authorities that could affect Garaj Mail's ability to deliver services.
- **Power outages:** Power outages can disrupt our operations and affect service availability and is excluded from Garaj Mail's SLA coverage due to its unpredictable nature and the inability for Garaj to control external power infrastructure.
- **Pandemics and health crisis:** Disruption to workforce availability, affecting regular maintenance, monitoring, and response times.
- **Network disruptions:** Factors such as internet service provider issues, routing problems, or other network-related incidents may occur beyond our control and impact service availability.

Support Prioritization

To ensure the delivery of high-quality services, the following service levels are defined as part of this agreement. Garaj support team shall respond to service requests and incidents as per the below mentioned resolution times depending on the severity and complexity of issue.

Level 1 Support:+-

To resolve basic or common issues related to Garaj Mail, the L1 support team shall be the first point of contact for clients seeking assistance with technical problems, inquiries, or service requests as follows:

- **Login issues:** Users are unable to log in to their email accounts due to incorrect credentials or account lockouts.
- **Password Reset requests:** Users request assistance with resetting their email account passwords.

- **Mailbox quota management:** Users receive notifications indicating that their mailbox storage quota has been exceeded.
- **Email configuration assistance:** Users need help setting up their email accounts on various email clients or devices.
- **Spam/Junk email issues:** Users report excessive spam or junk emails in their inbox and need guidance on managing spam filters.
- **Email delivery assistance:** Users notice delays in receiving emails and seek assistance in troubleshooting the issue.
- **Webmail access problems:** Users encounter errors or issues when accessing their email accounts via the webmail interface.
- **General usage queries:** Users have questions about using specific features or functionalities within Garaj Mail.

Level 2 Support:

L2 Support Team shall be responsible to provide second tier of technical assistance to end-users or customers encountering issues with Garaj Mail. This involves more complex issues that cannot be resolved at the initial L1 support level. The common scenarios are as follows:

- **Email delivery issues:** Users report consistent delays in receiving emails or missing emails altogether.
- **Server configuration problems:** Users experience issues with server settings or configurations affecting email delivery or access.
- **Advanced Email client configuration:** Users require assistance with configuring advanced settings or custom configurations on their email clients.
- **Mailbox corruption or data loss:** Users encounter errors indicating mailbox corruption or data loss and need assistance recovering lost data.
- **Spam filter customization:** Users request customization of spam filters to better suit their preferences and reduce false positives or negatives.
- **Webmail performance optimization:** Users notice slow performance or responsiveness in the webmail interface and seek assistance in optimizing performance.
- **Email routing and forwarding issues:** Users experience problems with email routing or forwarding rules not working as expected.
- **Authentication and Security concerns:** Users report issues with authentication or security features, such as two-factor authentication or SSL/TLS settings.

Level 3 Support:

The L3 support agents provide highest level of technical assistance to end-users or customers encountering complex or critical issues with Garaj Mail through subject matter experts with deep knowledge and specialized expertise. The common scenarios are as follows:

- **Persistent email delivery failures:** Users experience consistent email delivery failures, despite Level 1 and Level 2 troubleshooting efforts.
- **Advanced mail server configuration:** Users require assistance with advanced configuration settings on the mail server, such as SMTP relay setup or mail routing rules.
- **Mailbox migration and data transfer:** Users need assistance migrating email accounts or transferring data between different mail servers or platforms.

- **Custom scripting or automation:** Users request custom scripting or automation solutions to streamline email management tasks or integrate Garaj Mail with other systems.
- **Performance tuning and optimization:** Users encounter performance issues with Garaj Mail services and seek assistance in optimizing server performance or resource utilization.
- **Security incident response:** Users report security incidents or breaches related to Garaj Mail services, requiring immediate investigation and remediation by security experts.
- **High availability and disaster recovery planning:** Users seek guidance on implementing high availability and disaster recovery solutions to ensure business continuity and minimize downtime for Garaj Mail services.

Escalation Matrix

Role	Contact Person	Email	Contact No.
Cloud Support	Support Team	cloud.support@jazz.com.pk	0304-1110365
Product Expert	Taimoor Ali	taimor.ali@jazz.com.pk	0343-1229662
Platform Head	Yasim Kiani	yasim.kiani@jazz.com.pk	0307-1505041