

This document specifies the deadlines for intervention by D-EDGE within the framework of the Maintenance Hours, and the evolution of the Website.

General service level description	
Monitoring	<p>Web sites servers are monitored by our centralised monitoring system, 24x7.</p> <p>In case of a server failure (unreachable server, fatal errors in the logs, system component failure, database errors), an alert is sent to the on-call team to be able to respond on a 24x7 basis.</p> <p>Our incident management team will work on incident within 15 minutes after an alert and work to put a workaround in place (24x7).</p> <p>Note: websites are not monitored individually. Monitoring is operated on the whole platform so all the hosted websites.</p>
Disaster recovery	<p>In case of a major issue (server loss):</p> <ul style="list-style-type: none"> • The RTO (Return Time Objective eg. time to restore the service) is 8 hours. • The RPO (Recovery Point objective - period in which data can be lost) is up to 24 hours. This means that after a major incident (server loss) the data recovered can be up to 24 hours old (as we backup once a day).
Backup	<p>Websites data are backed up daily.</p> <p>The backup data are stored on a separate server on Amazon.</p>
Scheduled maintenance	<p>All maintenance operations are announced at least 7 days in advance and clients is notified.</p> <p>Scheduled maintenance shall always be operated outside of the office hours.</p>
Security	<p>Websites infrastructure is built using the security best practices.</p> <p>The platform is audited at least once a year by Accor Security team. Accor security is not D-EDGE and checks security breach the same way as an external company does.</p> <p>Accor Website infrastructure has been audited on April 14th 2018.</p>

Ongoing Support & New Requests

Development maintenance / Ongoing change request

Support or Change requests can be sent directly to D-EDGE via the Support Email.

When sending a request or support mail, each client will receive a system generated auto-response, containing the request case number.

Requests are taken into account and acknowledged by D-EDGE within 48 hours (business days).

If the request needs a quotation, client will receive such from our Sales/AM team, D-EDGE will require a written confirmation from the Client and our Support team will schedule the work from the date of signed Addendum.

The last page of this document provides a list of resolution deadlines for each request.

Specific change request for one single hotel :
estimation of workload and planning is provided by D-EDGE according to page 4. Development starts after addendum signature and delivery date starts when hotels forwards change or feature elements.

Change request on brand template :
all change requests are reviewed with Accor central team. All features are developed with a specific deadline defined after clear and written specifications are confirmed and delivered by Accor central team.

New requests, features and enhancements will be charged at standard rate of €80/\$120 (per hour).

Changes needed due to the malfunctioning of the website or problems caused by issues with the CMS or the systems hosting the CMS will be resolved and not charged.

Hotel is notified directly inside his Website CMS back office about new features announcements (starting from March 1st 2019).

Any anomaly must be confirmed to D-EDGE by e-mail. Support email addresses are listed below:

Regions /	Contact Email
France, UK, Benelux, Germany/Austria, Scandinavia, Poland, Eastern Europe, Russia, Ukraine, Switzerland, Africa (French speaking countries), US, Canada	websupport-france@d-edge.com.
Spain, Portugal, Italy, Turkey, Middle East, Africa (English speaking countries) Latin America	websupport-italy@d-edge.com
Asia Pacific	websupport-asia@d-edge.com

Incident Service Level Description (BUG)

Severity	Issue/Item	Initial Response & Target Resolution
<p>Critical and blocking BUG Production outage and revenue impacting (no work around available)</p>	<ul style="list-style-type: none"> • Hotel website is not available • Website visitors can't use the Quick Search and Book button to book a room • Page/s Relevant to an active promotion not available on the website 	<p>Critical and blocking anomaly sent to the Support Email are taken into account and acknowledged by D-EDGE within 2 business days.</p> <p>Anomaly is corrected by D-EDGE or workaround is proposed on hotels individual website in 1 business day.</p>
<p>Semi blocking BUG Significant impact to property operations, (work around may be available)</p>	<ul style="list-style-type: none"> • Website is partially available. Visitor can only access to a limited number of pages and sections. • Anomaly that has an impact on hotel image or the brand image. • Important features are not available or can't be used (contact form, hotel location problem, photos availability, reviews availability) 	<p>Anomaly sent to the Support Email are taken into account and acknowledged by D-EDGE in 2 business days.</p> <p>Anomaly is corrected by D-EDGE or workaround is proposed in 3 business days.</p> <p>In case the anomaly concerns Accor legacy system or any Accor partners' solution, D-EDGE immediately relays the anomaly to Accor central team. In this particular case, D-EDGE will do the follow up with Accor Central team on behalf of hotels and reports central progress on a monthly basis. Hotels can also ask local e-commerce to liaise with central e-commerce team.</p>
<p>Minor BUG General issue (work around may be available)</p>	<ul style="list-style-type: none"> • Layout issue on website affecting all browsers • Layout issue on website affecting 1 browser 	<p>Anomaly sent to the Support Email are taken into account and acknowledged by D-EDGE in 2 business days.</p> <p>D-EDGE shall offer a correction for the minor anomaly in a new version of the D-EDGE Service which will be delivered within the framework of development maintenance.</p>

This document specifies the time to reaction and time for intervention by D-EDGE within the framework of the Maintenance Hours.

Request	Time to Reaction In business days	Time for intervention in business days*
Critical blocking Website bug	1-2 days	1 day
Semi Blocking Website bug	1-2 days	3 days
Minor Website bug	1-2 days	to be advised
SSL (https) migration	-	10 days
Integration of third party modules	2 days	10 days
Change of photograph that has already been resized (up to 15)	2 days	5 days
Change of photograph that requires resizing (up to 15)	2 days	10 days
Change of text	2 days	5 days
Addition of a new section same as one existing on Website	2 days	5 days per section
Addition of 1 banner/popup to website	2 days	10 days
Creation or addition of a new specific section or change to structure	2 days	to be advised
Addition of a new language	2 days	5 days
Additional Data Entry	2 days	to be advised
Addition of video or 360° images (if the videos are already hosted)	2 days	5 days
Addition of a new hotel (destination portal)	2 days	15 days
Addition of a domain – uniquely for redirection	2 days	5 days
Modification of meta tags inside CMS (H1, title, description)	2 days	10 days
Implementation of SEO recommendations (following audit analysis and Accor approval)	2 days	to be advised
Request for layout or colour change of home page or subpages	2 days	15 days
Any other request of modification, new feature or development	2 days	to be advised

- From the CMS the Client can make changes and additions to the content on the website, and our online guide <http://accorwebdocs.fblab.me> is at disposal for support.
- Requests may require commercial quotation with addendum signed by client for approval.
- Excluding the 3 BUG cases, time for intervention deadlines above shall run from receipt of the material from the Client (not from the date of approval).