



A letter from our CEO regarding SLAs:

Dear Customer:

Ordinarily, a Service Level Agreement ("SLA") ensures that a customer will receive a certain amount of uptime or performance from its provider. Failure to deliver that uptime would result in a refund of some sort or a chance to be released from a long contract.

This doesn't always apply to ClickTime. Few ClickTime customers are in long contracts, and is a partial refund of our small monthly fee really your biggest concern? I expect you'd rather have a reasonable expectation that our systems will **be up and stay up**.

We can't predict the future, but we can offer some facts for your consideration:

- More than temporary downtime, your greatest risk is your provider going out of business. An impressive SLA from a company with no track record isn't worth much.
- We've served our applications 24/7/365 since 1997. That's about as long as anyone in our industry. We run a profitable business and intend to keep doing it.
- We serve customers in over 50 countries and nearly every timezone.
- Our customers include demanding companies like banks, hospitals, government agencies, military contractors, and (as of this writing) 15 Fortune 500 companies. We have reference accounts that will gladly tell you about our reliability.

Despite this, you still may require an SLA from us for regulatory or audit reasons. Attached you'll find a statement of policies that define our current standard of service. If you need something more formal, please contact us and we will try to accommodate your request.

We've spent the last decade improving our applications and our technology infrastructure. Our loyal customers have made us a leader in our market segment and helped us to fund our continued growth. We hope ClickTime delivers strong value to your organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Alex J Mann", with a long horizontal flourish extending to the right.

Alex J Mann
CEO



Clicktime.com, Inc.

Service Policies and Practices

Updated 2009.09.01

This document is for advisory purposes only. All policies are subject to change at any time with or without notice, and this document does not modify any of Clicktime.com's terms or obligations explained in the Terms of Use posted at <http://www.clicktime.com>. Historical statistics are not an assurance of future performance.

Background:

ClickTime first appeared as a hosted timesheet service in 1997. Since we began keeping uptime statistics in late 1998, we have enjoyed 99.9+% uptime. (Scheduled maintenance windows are not categorized as downtime.)

Scheduled Maintenance and Updates:

ClickTime is taken offline for scheduled maintenance and upgrades between 8 and 12 times per year. All customers are given at least 48 hours notice of these maintenance events via email, except in extraordinary situations where the notice period may be shorter. Each maintenance event is unique, but most last 4 hours, and typically start at 3:30am GMT. (This time is considered most convenient to ClickTime's global audience. We apologize for any inconvenience felt by individual customers during our maintenance periods.) Because ClickTime is hosted, we use these periods to update our hardware and software; we also deliver new features, bugfixes, and capabilities to our customers.

On three occasions in the past 10 years, ClickTime has had a major maintenance window of between 8 and 24 hours (always on a weekend) while we have performed major equipment migration or a change in our datacenter location. These events have always been preceded by at least two weeks' notice to reduce inconvenience to our customers.

Definition of "Unexpected Downtime":

Unexpected Downtime is time outside of scheduled maintenance windows when ClickTime is unavailable. Downtime can be attributed to one of these causes:

- ClickTime cannot be accessed over the network
- ClickTime's servers are down

Clicktime.com, Inc. cannot be responsible for any one customer's ability to access our system over the internet. There are too many intermediate parties (routers, ISPs, proxy servers, backbones) relaying data between a customer and our datacenter. Therefore, we classify a general network downtime event when our datacenter host (ColoServe) recognizes a total loss of connectivity over its own backbones, when connectivity from our provider's router to our own equipment is interrupted, or when 10 customers from at least two timezones report packet loss of greater than 25% during a given one-hour period.

ClickTime’s servers are monitored 24/7/365, so system downtime due to software crashes or equipment failure is automatically recorded and personnel are dispatched immediately.

Handling of Program Faults (“Bugs”)

Despite our best professional efforts, our software may contain bugs. We classify these faults in four groupings. Below are our definitions, along with our internal targets for recognition and repair.

Fault Priority	Definition	Time to Acknowledge	Time to Start Work	Time to Restore Service
P1	Whole of, or a critical element of, the System is unusable; or 50% of Customers, or more, are unable to access critical elements of the System.	30 minutes	2 hours	<4 hours
P2	A significant but not critical element of the System is unusable, creating a reduction in quality of service; or More than one Customer but fewer than 50% are unable to access critical elements of the System.	2 hours	4 business hours	1 business day
P3	Any fault more serious than P4 but less than P2 or P1. (For example: general disruption of non-critical elements of the System; critical elements of the System unavailable to one Customer; any disruption where a workaround or alternative access is immediately available.)	4 business hours	1 business day	By the next significant product launch / release
P4	Cosmetic faults, faults causing minor inconvenience only, and documentation errors.	5 Business days	30 days	Discretionary

(These are internal targets only, and do not constitute a contractual obligation to deliver performance to any customer)

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Program faults which appear in a custom report, custom field, or custom modification for any single customer are assessed on a case-by-case basis, depending on their relationship to our main product codebase.

Please consult our statement of **Backup Policy** to learn more about our data backup, retention, and disaster recovery policies.