



Anthology Ally - Service Level Commitment

Last Updated: April 21, 2023

1. Scope

The scope of Anthology Ally's Service Level Commitment ("SLC") is the Anthology Ally Learning Management System integration, Anthology Ally institutional report, Anthology Ally REST API (collectively, the "Service") and includes Anthology Ally's Hosting Service and Technical Support. It does not include any portion of the public Internet or the customer's network and hardware.

2. Definitions

For the purpose of defining the meaning of key terms used in this SLC, the following definitions are provided.

- **Availability:** The ability to access the Service. If the Service fails for reasons other than user error, configuration, omission or public network issues or bugs originating in the Learning Management System in which Anthology Ally integrates, then the system is deemed unavailable. Failure of Anthology Ally to provide an Alternative Format or instructor feedback for an individual content item does not qualify as the Service being unavailable.
- **Infrastructure:** The network, including network software, hardware, operating system, and webserver tiers of the Service. The Anthology Ally infrastructure is provided by Amazon Web Services (AWS).
- **Network:** Anthology Ally's network starts and ends with the demarcation point at which Anthology Ally's network traffic is handed off to Blackboard's upstream transit vendor. All public networks (Internet) and your internal networks are not included in the definition of Network for the purposes of this SLC.

3. Anthology Ally Availability

1. Anthology Ally monitors its production servers and connectivity to them through internal and external monitoring applications. Our staff will take the appropriate action to resolve known problems. Key staff has 24x7x365 remote access to the Anthology Ally Infrastructure. As part of our SLC, we:
 - a. Provide 24x7x365 response and/or corrective action to Service outages affecting any part of the Anthology Ally Infrastructure
 - b. Provide real-time server monitoring
 - c. Manage repair procedures to Anthology Ally's Infrastructure
 - d. Prepare a "Root Cause Analysis" for all service interruptions relating to Anthology Ally's Infrastructure
2. The Services will be available for a minimum of 99.9% on a calendar monthly basis ("Availability Service Level"), provided that a Service interruption during regularly scheduled maintenance shall not be deemed unavailability.
3. During maintenance periods the system may be unavailable. Maintenance periods are only used as required. Maintenance updates that require platform downtime will be communicated one week in advance to allow for proper coordination of customer updates and training.
4. Other planned Service interruptions will be communicated to clients at least two (2) business days in advance.
5. An unplanned Service interruption will be addressed with priority upon Anthology becoming aware of the interruption.

Service credits for Blackboard's failure to meet the Availability Service Level of 99.9% per calendar month are as follows:

<u>Length of Unavailability (per calendar month)</u>	<u>Anthology Ally Service Credit</u>
1 to 4 aggregate hours below 99.9% availability	1 day of Service fees (i.e., 1/30 monthly fees)
4 to 48 aggregate hours below 99.9% availability	2 days of Service fees (i.e., 1/15 monthly fees)
48 to 96 aggregate hours below 99.9% availability	5 day of Service fees (i.e., 1/6 monthly fees)

Each block of 96 hours below 99.9% availability thereafter will be credited 5 days of Service fees.

Service Credits will be the sole remedy for failure to meet the Availability Service Level set forth above. In order to receive Service Credit, the customer must notify Anthology within seven (7) days from the time the customer becomes eligible to receive a Service Credit, which is the end of each calendar month. Failure to comply with this requirement will forfeit the customer's right to receive a Service Credit. In order to be eligible, the customer must be in compliance with the Agreement.

4. SLC Review

Anthology Ally reviews the SLC annually.