

Service Level Agreement

Solutions and Customer Support

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GENERAL INTRODUCTION

This document describes a Service Level Agreement (SLA) between customer and JATO Dynamics Ltd. It outlines the support and training services offered by JATO's Customer Experience and Success team to customers. This SLA does not supersede any of the general policies or procedures. This document is reviewed periodically and is subject to change.

PURPOSE

The purpose of this document is to outline that JATO Dynamics has the proper elements, processes, and commitments in place to provide service and support for JATO customers consistent in relation to JATO solutions and data and to state the availability of JATO online solutions. This document is to present a clear, concise, and measurable description of service provision to the customer.

PRIVACY POLICY

Our Commitment

At JATO Dynamics Ltd, we're dedicated to keeping your personal information safe and secure while following all data protection rules. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

When you sign up for JATO Solutions or interact with our services, we might collect some information about you. This could include your name, address, job title, phone number, email address, and details about your computer, profession, and company. We might also gather other data like IP addresses, how you use our websites, and statistics on how you use JATO solutions and their features. It's important to note that this information doesn't include any personal or sensitive data. We use this data solely to improve your experience with our services and provide you with the support you need.

JATO's strict privacy policy protects our customers' personal data. Details about our privacy policy can be found on our company website under the following link: [JATO Privacy Policy](#)

BASIC REQUIREMENTS

Before initial setup and onboarding, the customer agrees to provide to JATO:

JATO Solutions and Customer Support

- Customer and, where applicable, customer technical partner IT-support person contact details (full name, company e-mail, phone, job title, preferred language, location).
- An active professional e-mail account. JATO does not allow email accounts from free email providers such as Gmail, Hotmail etc.
- User or license holder details (full name, company e-mail, phone, job title, preferred language location).
- Working Internet connection with adequate bandwidth
- The customer must allow remote access to the computers preferably via MS Teams, Citrix GoToAssist or facilitate remote access through other remote access software.

Obligatory Software

Depending on the JATO solution licensed, up-to-date versions of web browsers, ftp-clients, Microsoft Excel, database engines, and other related software may be needed. For specific requirements, please refer to the technical documentation provided with the solution.

If the use of a proxy server is required, a proxy server address, port and means of authentication will be required, from your IT-department.

Upon enrolment for JATO solutions and services, the customer hereby acknowledges and expressly accepts the terms outlined in this Service Level Agreement (SLA). Furthermore, the customer commits to ensuring that their system administration, security measures, installed software versions, and hardware or operating environment align with the specifications delineated in the technical documentation corresponding to the applicable JATO solution.

SERVICE AND SUPPORT COMMUNICATIONS CONSENT

With acceptance of this SLA and a registration to JATO Solutions and Services, Customer agrees to allow the following service and support communications from JATO:

- Information on products and solution enhancements
- Schema changes
- Onboarding communications
- Proactive support communications
- Case triage communications
- Solutions and services alerts

AVAILABILITY OF JATO SOLUTIONS

JATO is dedicated to delivering exceptional service and maintaining high availability across all solutions.

JATO will commit to an availability of 99.9% uptime for JATO online services. The availability is calculated excluding scheduled maintenance periods.

Our services are under continuous monitoring 24/7, with dedicated teams to take immediate action to restore any disrupted services. Please note that this commitment does not include scenarios which involve factors outside JATO's control. These include but are not limited to natural disaster, war, acts of terrorism,

riots, government action, failure due caused by a third-party, issues that require extensive investigations, substantial software, or infrastructure modifications for resolution.

CUSTOMER SUPPORT

How to contact Customer Support

JATO Customer Support can be contacted in the following ways.

1. Logging a Case at [JATO Support Centre](#).
2. E-mail to the country support email of your country, which can be found in the following link: [Country support e-mail](#)

Availability of Customer Support

Support coverage parameters specific to the service(s) covered in this Agreement are as follows: JATO Support Centre is available for Customers 24x7x365 for self-service and to log Cases.

Your Cases will be triaged by a regional JATO customer support team close to your location and time zone, during their local business hours. Please find an overview of the of local business hours of the JATO customer support teams here: [Business hours JATO regional Support teams](#)

Availability of JATO Support Centre

JATO Support Centre will maintain 99.9% availability. In Cases where JATO Support Centre is inaccessible during the scheduled maintenance or due to unforeseen disruptions, customers should report the issue to JATO's customer support team via an email to the respective regional customer support team via the respective [Country support e-mail](#)

Queries raised via email to customer support, will be managed as per JATO support processes and will be available to view in the "My Cases" section within JATO Support Centre once the system is back up and running.

When to contact the JATO Customer Support Team

A Case can be raised in JATO Support Centre, or the JATO customer support team can be contacted when a customer has issues or questions related to the functionality of JATO solutions, JATO data, or usage of JATO applications.

If customers have questions about JATO's definition of specific data items, they can refer to [JATO Data Definitions](#), an online library containing definitions and explanations for every subject, item and attribute in all database types. Customers can access [JATO Data Definitions](#) via [JATO.com](#) using their JATO Account credentials. The "Forgot password / Set password" function is to be used to create/reset the password.

CASE MANAGEMENT

Services Description

Enquiries, issues, and requests directed to JATO Customer Support via [country support e-mail](#) or through [JATO Support Centre](#) will be recorded as a Case and handled in accordance with the JATO Case Management Process. A case number will be assigned, and customers are kept up to date about the Cases status via email notifications and within [JATO Support Centre](#) (under the **My Support** section).

If specific information is required from the customer during a Case triage, the information must be provided by the customer to allow JATO effectively address the issue. The response times and escalation procedure outlined in the following section apply only once this information has been received by the JATO customer support team.

If a Case cannot be resolved by JATO's 1st line customer support team, an internal 2nd line ticket will be created that is linked to the customer's Case and assigned to the respective JATO stakeholder. The customer will be informed about the progress of the 2nd line ticket. The resolution of the issue will be provided through the original Case number.

Response and resolution times

Response Time is defined by when the Case is acknowledged by JATO's customer support team. The customer will receive an email that confirms the creation of a Case.

Resolution Time is the point of time when the Case status has been marked as "Resolved". Customers can reopen the Case if they are unhappy with the resolution. However, an automatic closure will occur after 7 days.

Resolution Duration is the period between **the creation of the Case** (when the customer creates a Case in JATO Support Centre or sends an email to the respective [country support e-mail](#)) and **the resolution of a Case**.

All timings stated under Response and Resolution time reflect the [local business hours](#) of the respective JATO customer support teams and exclude public holidays. Times where JATO customer support is awaiting a response from the customer to provide further information that is required to triage the Case, are excluded from the Resolution Time (Case status= Waiting for customer response).

Once a customer has confirmed that the enquiry is answered or the issue solved, JATO Customer Support will mark the case as "Resolved" on JATO systems. The Customer has seven days to reopen the Case after it has been marked as "Resolved". The Case will be "closed" seven days after the Case has been changed to the status "resolved" and cannot be reopened again.

Case Levels

JATO will use reasonable endeavours to address customer Cases promptly and categorize them based on their severity, urgency, and complexity to resolve. JATO resolution timelines are tailored to reflect the Case Levels as detailed below.

Level 1 / (Critical)

Issues that have a severe and immediate impact on the customer's operations or business continuity and cannot be remedied by a workaround. It may involve system failures, data loss, security breaches and affects a significant number of users. The issue is caused by a JATO solution, infrastructure, dataset, or service.

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Level 2 (High)

Issues that have a significant impact on the customer's business operations but does not cause an immediate halt to operations as Level 1 issues. Those issues may affect key functionalities for a substantial number of users. The issue is caused by a JATO solution, infrastructure, dataset, or service.

Level 3 (Medium)

Issues that are important but do not require immediate attention. These issues may have a moderate impact on business operations or can be scheduled for resolution without causing significant disruption. These include minor functionality issues affecting JATO customers affecting core functionality). Data related enquiries typically fall into this group.

Level 4 (Low or Medium and Complex to Resolve)

This category includes issues or enquiries which are non-urgent and have minimal impact on the customer's ability to use JATO products or services. They may be related to minor inconveniences, cosmetic concerns or questions about a solution, service, or data. This category also includes Cases with a medium importance and urgency but require more time to resolve due to necessary third-party input or high complexity. Examples are general data questions or data enquiries relating to multiple countries.

JATO will use reasonable endeavours to meet the targets as stated below. Should the resolution require extensive analysis, testing, software development and/or require third party interaction which is beyond JATO's control, JATO reserves the right to extend the resolution time quoted, until a reasonable solution can be found.

Case Level	Target response time	Target % of Cases Responded on Time	Target Case resolution Duration	Target % of Cases Resolved on Time
Level 1	4 hours	95%	1 working day	85%
Level 2	4 hours	95%	2 working days	85%
Level 3	8 hours	95%	3 working days	85%
Level 4	8 hours	95%	*	

*For Level 4 Cases no Target Resolution Duration is stated as it depends on the complexity of the Case and response times of third parties involved

Important Note - Cases that require a software bug fix, solution change or database fix, are outside the Customer Support SLA measurement and will be prioritized within JATO's product development backlog as required.

JATO TRAINING SERVICES

Overview

This Service Level Agreement (SLA) for JATO training services applies where a customer has signed an agreement with JATO Dynamics for an applicable JATO product

Methods of Delivery

JATO offers the following training delivery methods:

JATO eLearning

JATO offers eLearning courses that allow users to learn about various JATO solutions and topics and train themselves at their own pace, whenever they have time. eLearning courses are available within the [JATO Academy](#) site (accessible through [JATO Support Centre](#)) and are available 24/7/365.

Instructor-led Webinar (ILW)

ILWs can be delivered as series of online webinars or standalone webinars, including one-to-one webinars and group sessions. Duration: webinars typically run for 1.5-2 hours.

Instructor-led Classroom (ILC)

This is the delivery of training in its traditional form where a trainer provides a face-to-face training to multiple participants in a classroom environment.

Training Locations

JATO Training Facility or External Training Facility

When training is scheduled to take place at a JATO Training Facility (such as a JATO local office), it may include delegates from multiple customers. A customer can request for a private training session. Please request this at least 15 working days prior to the expected training days to allow for planning. This will be limited to delegates from the customer's organization. Duration: Typically, 1 day per dataset

At the Customer's site

The Customer must ensure that the minimum requirements for the provision of onsite training are in place to support the JATO stakeholder leading the training (the 'Trainer'), i.e., training room, projector, flip chart or white board, electricity, and internet access. For hardware and software requirements please contact the allocated JATO Trainer. Duration: As mutually agreed with the Customer. JATO recommends 1 day per dataset.

JATO Training Facilities

JATO Training Centres are available at selected local JATO offices as indicated below:

- USA – Detroit
- Italy – Turin

- Germany – Schwalbach, near Frankfurt
- France – Paris
- Brazil – Sao Paulo
- Mexico – Mexico City

Training Request Process

JATO offers regular **1to1 webinars** (one Trainer for one user). Customers can register for these sessions directly through the [JATO Academy](#) site (accessible through [JATO Support Centre](#)). If training is required at a location other than at a JATO training facility, please provide JATO with no less than fifteen (15) days advance written notice.

In the event another training format or delivery data is required, customers can request training in the following ways:

- Case in the [JATO Support Centre](#)
- email to the respective [Country Support e-mail](#) account
- email to jato.academy@jato.com

Training Costs

The costs applicable to any training services provided by JATO are as indicated in the contract between customer and JATO for the respective JATO products licensed.

Appendices

Appendix 1- JATO Links

[JATO Support Centre](#)

[JATO Data Definitions](#)

[Country support e-mail addresses](#)

[Business hours JATO regional Support teams](#)

[JATO Privacy Policy](#)

Appendix 2 - Definitions

Customer Experience and Success	JATO's team that provides first line technical and user support as well as professional training on JATO solutions and data sets. Issues and questions that cannot be resolved by this team directly, will be assigned to relevant JATO departments.
Uptime	The duration during which a service, system, or network is operational and available for use. It expressed as a percentage, indicating the proportion of time the service is up and running compared to the total time. Please note that scheduled maintenance is excluded from Uptime calculations.
Case	Record used to manage and track customer inquiries or issues. It serves as a centralized repository for capturing and documenting details about customer interactions, such as support requests, complaints, or questions. Each Case has a unique case number for identification. Customers are kept up to date on the progress and resolution of Cases via email and within JATO Support Centre
JATO Support Centre	JATO's dedicated portal where customers can find knowledge articles, documentation, and notifications. Cases can be raised, managed, and progressed towards a resolution.
Case Management	Process of tracking and resolving customer inquiries, issues, or incidents as Cases. It involves capturing, categorizing, prioritizing, and assigning cases to the appropriate personnel for resolution.
My Support	Section within JATO Support Centre where customers can see and export all Cases, they raised including the case status.

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JATO Data Definitions	online library containing definitions and explanations for every subject, item, and attribute in all database types
JATO Academy	Site that contains JATO's eLearning courses and where customers can register to live training sessions

About us

JATO Dynamics, founded in 1984, now has representation in over 51 countries around the world. We provide precision under pressure, providing the world's most timely, accurate and up-to-date automotive information on vehicle specifications, pricing, sales and registrations for over 30 years. We offer more than just data, as we have watched the world change, and consumer mindsets alter with it we have been able to offer insights that help inform the industry. We are able to react to short-term market movements, plan for long-term developments and ultimately to meet the needs of our clients. Visit JATO at www.jato.com for more information.

Contacts

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Visit us on social media:

Twitter: [@JATO_Dynamics](https://twitter.com/JATO_Dynamics)

Linkedin: linkedin.com/company/JATO-dynamics



Our Knowledge is Your Power

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