

HP Touchpoint Manager Service Level Agreement



Last Updated August 20th, 2015

This HP Touchpoint Manager¹ Service Level Agreement (“SLA”) is a policy governing the use of HP’s Touchpoint Manager service (the “Service”) under HP Touchpoint Manager Terms and Conditions (the “Terms and Conditions”) between HP Inc. and its affiliates (“HP”) and users of the Service (“you”). This SLA applies separately to each account using the Service. Unless otherwise provided herein, this SLA is subject to the Terms and Conditions and capitalized terms will have the same meaning specified thereof. HP may revise the terms of this SLA in accordance with the Terms and Conditions.

1 Definitions

1.1 Downtime

Means a period of time during which production system processing for the Service has stopped and your users are unable to use all aspects of HP Touchpoint Manager for which they have permissions. Downtime does not include the period of time when Service is not available because of:

1. An scheduled or announced maintenance outage for the Service;
2. Events or causes beyond HP’s control (e.g., natural disaster, internet outages, emergency maintenance, etc.);
3. Problems with your applications, devices, equipment or data, or a third party’s applications, devices, equipment or data;
4. Your failure to adhere to required system configurations and supported platforms for accessing HP Touchpoint Manager; or
5. HP’s compliance with any designs, specifications, or instructions that you provide to HP or a third party provides to HP on your behalf.

1.2 Event

Means a circumstance or set of circumstances taken together, resulting in a failure to meet a Service Level.

1.3 Service Level

Means the standard set forth below by which HP measures the level of service it provides in this SLA.

2 Service Commitment

HP will use commercially reasonable efforts to commit to the Service Level uptime of 99.9% on average during the term of the Service.

Per the Service Terms and Conditions, HP will use commercially reasonable efforts to schedule all planned maintenance during the weekend hours from 6:00 p.m. Friday, Central Time, through 6:00 p.m. Sunday, Central Time. Communication of the planned maintenance will be provided at least 8 hours or more before the planned event. HP may change the times during which it performs such scheduled maintenance at its discretion.

3 Exclusions and Other Information

This SLA does not apply to the availability of any third party software, tools or any Third Party Content as described in the Terms and Conditions.

This SLA does not apply to any Beta Testing of the Service.

¹ HP Touchpoint Manager supports Android™, iOS and Windows operating systems and PCs, notebooks, tablets, and smartphones from various manufacturers. Not available in all countries see hp.com/touchpoint for availability information. Touchpoint Manager requires purchase of a subscription.

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