Rigo Support and Service Level Availability Policy

Last updated: 15 March 2025

1. User Support and Problem Correction

The following procedures will be used to respond to problems that are received by Rigo Support.

A problem is defined as an unplanned system event which adversely affects application processing or application deliverables due to error or issue in RigoHR.

The measurement period for User Support and Problem Correction is a calendar month.

2. Prioritization Approach

Service requests for problems received by Rigo Support will be classified based on Severity i.e., how critical the problem is to the primary Human Resources Management function of the customer, as well as the availability of workarounds. The Severity level will be the basis for scheduling work and resolution time.

Severity	Definition	Functions
Critical	A problem has made Payroll Processing function unusable or unavailable and no workaround exists. A problem has made a Leave Application and Processing function unusable or unavailable and no workaround exists. A problem has made Attendance Submission function unusable or unavailable and no workaround exists.	Payroll Processing Leave Processing Attendance Submission
Significant	A problem has made Pay Processing function unusable or unavailable, but workaround exists. A problem has made a Leave Application and Processing function unusable or unavailable, but workaround exists. A problem has made a Attendance Submission function unusable or unavailable but workaround exists.	Payroll Processing Leave/Attendance Processing Pay Reports, Financial Reports
Supportive	A problem has diminished application functionality, performance, or user-friendliness, but the functionality still performs as intended. These functions support productivity but are not critical to payroll or HRMS functioning.	Other Supporting Functions and Reports not covered in Critical and Significant Functions

3. Response and Resolution Times

Severity levels are used in order to determine appropriate response and resolution times. Response and resolution times are measured from when the incident is reported in writing to Rigo Support Portal and communicated clearly via e-mail or telephone to the designated support representative. If the problem is not resolved within the defined timeframe, continuous effort will be applied until the problem is resolved.

Severity Level	Initial Response	Resolution

Critical	4 hours	12 hours
Significant	12 hours	7 days
Supportive	24 hours	15 days

All response and resolution times are business hours or days (Monday to Friday from 9:30 am till 5:30 pm Nepal Time)

- **Initial Response** time is measured from the point at which the issue is communicated to and acknowledged by the designated support staff to the point at which the client is briefed on the nature of the issue and the possible solutions that are being worked upon by Rigo team.

- **Resolution** denotes the point of time after initial response within which the problem is resolved, and the application function is returned to a usable and available state.

4. Terms of Support Service

Support service under this agreement shall be as follows.

- Priority of Support mode
    - o Support Portal Tickets
    - o Phone call or email Response
    - o Rigo Secure Support Service or Remote Desktop connection
    - o On-site visit when the issues cannot be resolved from remote support

- Attendance Devices Connection

  Rigo does not deal with connecting hardware or devices in the customer network or from customer network to RigoHR. Support service only covers issues related to the software.

  Rigo software can connect to major attendance devices commonly used in Nepal via a device schedular tool installed in any computer connected to the attendance device. The device schedular tool pushes the attendance record to Rigo software on scheduled times.

  The list of Rigo connected devices is available on request. Integration with the devices in the Rigo connected devices list is free of charge. Rigo does not guarantee connection with other devices that are not on the list.

- When using large numbers or devices in a diverse network, we recommend using the central connectivity tool or cloud service provided by device manufacturers. Rigo can also connect to the cloud service or central attendance tools provided by major device manufacturers. Rigo does not provide these cloud services or central attendance management tools.

- Rigo provides standard API connectivity to push attendance data to RigoHR without additional fee.

5. Service Availability

- Rigo strives to maintain the availability of its online services. On occasion, there may be need to perform maintenance on the services, and this may require a period of downtime. Rigo will try to minimize any such downtime. Where planned maintenance is being undertaken, Rigo will attempt to notify you in advance but in some emergency situation advance notification may not be possible.

- Rigo takes daily data backup. Each backup is kept for seven days and the oldest backup is replaced by new backup on the 7th day. Year end backup is kept for one year. And if data is lost for any reason, latest available data will be restored. Data loss is an unavoidable risk when using any technology. It is recommended to maintain copies of original data entered into online system for reference.

- There may be various reason causing downtime e.g. unavailability of internet on Customer's site, issue on ISP or physical link breakdown which cannot be avoided from Rigo's side.

- Whatever the cause of any downtime, access issues or data loss, Rigo will not be liable for any recourse or compensation except to the extent covered by Master Service Agreement (clause 6. Limitation of Liability).

- Where service availability is less than 99% on month-to-month basis due to issue on Rigo's service or infrastructure; service fee shall be reduced proportionately for the affected month.

  Rigo's Service Availability commitment for a given calendar month is 99%.

  Service Availability is calculated per month after reducing planned maintenance time from the total time as follows:

  $$\frac{Total - Unplanned\ Outage - Planned\ Maintainance}{Total - Planned\ Maintenance}\ x\ 100\% \geq 99\%$$

  Definitions:
  - **Total** is the total minutes in the month
  - **Unplanned Outage** is total minutes that the Service is not available in the month outside of the Planned Maintenance window
  - **Planned Maintenance** is total minutes of planned maintenance in the month

  Currently, Planned Maintenance is three (3) hours for weekly maintenance, plus four (4) hours for monthly maintenance, plus four (4) hours for quarterly maintenance.

- Rigo frequently releases new updates, modifications and enhancements to its services, and in some cases discontinue features. Where this occurs, Rigo will endeavor to notify the Customer where practical (for example, by email, on our blog, or within our services when you log in).