



Hurricane

Enabling seamless cross-border eCommerce

Hurricane Modular Commerce Limited

CDS Zephyr Postal Operator Service Level Specification

October 2020

INTRODUCTION

This Service Level Specification is an integral part of the agreement between Hurricane and Postal Operator with regard to the provision of Zephyr that will run via the Universal Postal Union's (UPU) Custom Declaration System (CDS) platform.

The total agreement consists of:

1. The Contract Acceptance Form
2. The Hurricane Terms and Conditions
3. This SLS.

The application that will be made available via the CDS platform is the Hurricane Zephyr Application.

This SLS provides an overview of:

- The Zephyr service that is offered by Hurricane
- The expected service/information quality and availability levels on the information exchange between Hurricane and Postal Operator specific to the information exchange that will run through UPU's CDS platform.

If any new applications or service upgrades are introduced by Hurricane this SLS will, where necessary, be updated accordingly.

HURRICANE SERVICE

Zephyr 1.1.

- Real-time checking of the match between provided HS6 code and/or Product Description on a consignment by consignment basis
- Identifies invalid description - identification of a mismatch between the HS6 code and product description and/or an invalid product description
- Returns a status code for each consignment
- Provision of the most likely:
 - HS6 Code
 - Product Description
 - Export and import customs codes
- Provides the top match, plus an array of the top 20 matches on request
- Multilingual support

The service that will be made available via CDS will in a first phase consist of the provision of the most likely HS6 code in cases where this information is missing. Zephyr will during this phase also provide the top match plus at most 20 other matches, if the top match is not chosen with enough certainty

SERVICE LEVEL AGREEMENT

In the following section the relevant service quality and service availability agreements are described for each process.

Application performance service level specification

- API Calls via CDS that meet Hurricane's requirements should be processed correctly and in time. Meaning that the information transition from Postal Operator via CDS to Hurricane and vice versa should provide a real-time service offer. Processing of the calls on the Hurricane server will be a maximum of 250 milliseconds. Calls that do not meet those requirements will lead to an error message. A maximum time to last byte cannot be guaranteed knowing that the calls will be routed via the CDS platform.
- Zephyr; Hurricane will periodically review the responses returned by Zephyr, and make adjustments to the algorithms and parameters that are used, in order to continuously improve results.

The response time between the reception of a Zephyr call via CDS and Hurricane and the execution time performance will be monitored. Hurricane will also monitor its response times continuously and provide a notification of any service degradation within Hurricane's control area. Notification will be sent to an e-mail address and contact person that has to be defined by Postal Operator.
- The service availability of the CDS service is part of the SLS between the UPU and Postal Operator.
- The Hurricane Zephyr service as approached via the CDS platform will be available for 99.75% of each month. The following incidents count as downtime to be used in the calculation of system availability:
 - Unplanned outages
 - Emergency maintenance.

- The following incidents will not be included in the calculation of downtime:
 - Correctly scheduled maintenance that will be part of the release schedule the UPU will receive periodically. For maintenance a two weeks notification will be applied. Maintenance will generally take place without creating downtime
 - Customer errors, including but not limited to: code errors, networking and connectivity errors, DNS errors, configuration errors, hosting errors, actions of third party software on the Customer systems.
- Any unscheduled Hurricane downtime will be reported to Postal Operator
- For each call Hurricane will make a log of the type of call that was made, the time and date the call was made, the results of the call, and any exceptions. A log of the call will also take place in the Hurricane Audit Table; this includes all data sent in along with all the header information – which contains the Postal Operator API key.
 - Data security and privacy. The data electronically transmitted to Hurricane shall be confidential. Hurricane uses advanced security technology to protect data from unauthorised transmission or access.
 - All transmission to, and response from, the Hurricane service is encrypted. Unencrypted transmission is not possible.
 - No Personal Data shall be transferred to Hurricane by means of files.
 - Data shall only be used within the purpose of the Terms and Conditions
 - Without prejudice to the foregoing obligations, Hurricane shall have access to data for control of quality of service and for statistical purposes. Hurricane reserves the right to publish anonymised non-personal aggregated data.
 - In case of interconnection of the Hurricane solution with 3rd party services, data shall be exchanged between the networks using only secure, encrypted protocols. Currently no data exchange with 3rd parties is taking place.
 - Postal Operator is the owner of its own raw data. Postal Operator's raw data shall be accessible for Postal Operator via My Hurricane Portal. Hurricane shall have the intellectual property rights to any, and all, aggregated data.
 - All processing and storage of data occurs solely within Hurricane's solution.
 - Any personally identifiable data passed to Hurricane by Postal Operator is not stored in a personally identifiable manner. Both Obfuscation and Encryption techniques are used.
 - Upon written request of Postal Operator, Hurricane shall provide detailed information on the infrastructure and technological measures used by Hurricane to protect data from unauthorised transmission or access. The provision of such information to Postal Operator shall be provided at the expense of the latter and shall be subject to the confidentiality provisions contained herein.

Invoicing

Hurricane will invoice Postal Operator based on a standard subscription model and a standard call price as defined CDS Zephyr Contract Acceptance Form and CDS Zephyr Terms and Conditions.

Customer support service level specification

- Postal Operator will only address questions and support requests to Hurricane that are related to areas for which Hurricane is responsible (see Hurricane Zephyr service).
- Hurricane will handle the requests for support and questions based on the priority matrix that is illustrated in figure 1. Response times will be measured after having received the request.
- Also attached in figure 2 is an illustrative example of the actions undertaken.

Figure 1: Hurricane Customer Support Priority Matrix

| | | Urgency | | |
|--------|--------|---|--|---|
| | | High | Medium | Low |
| Impact | High | P1 - Critical Contact Method: Call Centre Contact Availability: 24/7/365 Initial Response Time: 30 mins Follow Up Interval: 30 mins Target Fix Time: 2 hours | P2 - High Contact Method: Call Centre Contact Availability: 24/7/365 Initial Response Time: 1 Hour Follow Up Interval: 1 Hour Target Fix Time: 4 hours | P3 - Medium Contact Method: Service Desk Contact Availability: Business Hours Initial Response Time: 4 Hours Follow Up Interval: 2 Hours Target Fix Time: 8 hours |
| | Medium | P2 - High Contact Method: Call Centre Contact Availability: 24/7/365 Initial Response Time: 1 Hour Follow Up Interval: 1 Hour Target Fix Time: 4 hours | P3 - Medium Contact Method: Service Desk Contact Availability: Business Hours Initial Response Time: 4 Hours Follow Up Interval: 2 Hours Target Fix Time: 8 hours | P4 - Low Contact Method: Service Desk Contact Availability: Business Hours Initial Response Time: 1 Business Day Follow Up Interval: 1 Business Day Target Fix Time: 3 Business Days |
| | Low | P3 - Medium Contact Method: Service Desk Contact Availability: Business Hours Initial Response Time: 4 Hours Follow Up Interval: 2 Hours Target Fix Time: 8 hours | P4 - Low Contact Method: Service Desk Contact Availability: Business Hours Initial Response Time: 1 Business Day Follow Up Interval: 1 Business Day Target Fix Time: 3 Business Days | P4 - Low Contact Method: Service Desk Contact Availability: Business Hours Initial Response Time: 3 Business Day Follow Up Interval: 3 Business Day Target Fix Time: 10 Business Days |

Figure 2: Illustrative example of actions that will be undertaken

| | | Urgency | | |
|--------|--------|--|---|---|
| | | High | Medium | Low |
| Impact | High | P1 - Critical UPU calls Hurricane Call Centre - base details taken (name, number, email, dept, fault precis) - System test run by call centre - Test results emailed to UPU - If system test passed - No further action from Hurricane - If tests fail - escalated to on-call IT member UPU informed they will be updated within 30 minutes by HMC HMC perform further tests and identify issue UPU updated every 30 mins on progress and fix Updates via phone / email as agreed between parties | P2 - High UPU calls Hurricane Call Centre - base details taken (name, number, email, dept, fault precis) - System test run by call centre - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to on-call IT member UPU informed they will be updated within 1 hour by HMC HMC perform further tests and identify issue UPU updated every 1 hour on progress and fix Updates via phone / email as agreed between parties | P3 - Medium UPU submits issue ticket - System test run by HMC - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to IT team UPU receive update within 4 hours HMC perform further tests and identify issue UPU updated every 2 hour on progress and fix Updates via service desk, unless otherwise agreed |
| | Medium | P2 - High UPU calls Hurricane Call Centre - base details taken (name, number, email, dept, fault precis) - System test run by call centre - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to on-call IT member UPU informed they will be updated within 1 hour by HMC HMC perform further tests and identify issue UPU updated every 1 hour on progress and fix Updates via phone / email as agreed between parties | P3 - Medium UPU submits issue ticket - System test run by HMC - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to IT team UPU receive update within 4 hours HMC perform further tests and identify issue UPU updated every 2 hour on progress and fix Updates via service desk, unless otherwise agreed | P4 - Low UPU submits issue ticket - System test run by HMC - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to IT team UPU receive update within 1 business day HMC perform further tests and identify issue UPU updated every business day on progress and fix Updates via service desk, unless otherwise agreed |
| | Low | P3 - Medium UPU submits issue ticket - System test run by HMC - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to IT team UPU receive update within 4 hours HMC perform further tests and identify issue UPU updated every 2 hour on progress and fix Updates via service desk, unless otherwise agreed | P4 - Low UPU submits issue ticket - System test run by HMC - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to IT team UPU receive update within 1 business day HMC perform further tests and identify issue UPU updated every business day on progress and fix Updates via service desk, unless otherwise agreed | P4 - Low UPU submits issue ticket - System test run by HMC - Test results emailed to UPU - If system test passed - no further action from Hurricane - If tests fail - escalated to IT team UPU receive update within 3 business days HMC perform further tests and identify issue UPU updated every 3 business days on progress and fix Updates via service desk, unless otherwise agreed |