

Technical Platform Services

As part of Lingo24's core translation services, the following components from Lingo24's technical platform are made available for the Customer's use to support the translation activities.

The following components to be made available to Customer are:-

- Ordering Portal, Ease (<https://ease.lingo24.com>) (for service-service quoting, ordering, approval and collection).
- Translation Platform, Coach (<https://coach.lingo24.com>), (for Lingo24 provided translations and client review activities).

The following APIs that can be used for integrating Customer's systems into Lingo's platform: namely,

- Business Documents Translation API (<https://api.lingo24.com>) for translation workflow automation in client systems.
- *(Premium) Machine Translation API (<https://api.lingo24.com>) for translation workflow automation in client systems.

*It should be noted that there is a separate cost for this integration

Additional components of Lingo's technical platform may be made available to the Customer, on Customer's request, subject to relevant terms and conditions being agreed. It should be noted that if Customer wishes the (Premium) Machine Translation API (<https://api.lingo24.com>) for translation workflow automation in client systems to be made available, an associated paid Machine Translation (MT) subscription is required. This would require to be purchased by the Customer separately.

In addition, on Customer's request, Lingo24 may agree to allow Customer to use licensed components for purpose other than in connection with delivery of Lingo24's translation services, again subject to agreement of relevant terms and conditions.

Further to the above, we also offer pre-packaged integration components for well known third party Commercial off the Shelf (COTS) platforms related to content. These are listed here: <https://www.lingo24.com/services/cms-integrations/>

Each of these has specific terms and conditions which we can make available upon request. Those terms and conditions require to be agreed by the Customer prior to deployment.

The Service Level Agreement, our commitments, and how you access support for all of our Technical Platform components are outlined below.

Access to Platforms

Technical Platforms that are made available require Customer to create user accounts to access.

The API components (Business Documents Translation API and Machine Translation API) can only be accessed by the Customer using compatible systems. The Customer is responsible for implementation of systems, including any user interfaces, which connect to Lingo24's API components.

Commitment to Customers

Lingo24 is committed to the on-going development of our translation platform and related components as part of our service delivery for translations delivered by the Lingo24 team. Developments and updates are delivered in a Software as a Service manner over the internet through the platform.

Where a component is used to integrate into a client's environment, such as the API or an Integration, we aim to maintain binary/interface compatibility, or provide dual operation. Where there will be a breaking change, we will provide three (3) months notice of the change, and maintain an older version for one (1) year from release, to allow customers to update their system or environment.

In a situation where we are planning to decommission an integrated component, we will ensure all impacted customers are contacted, and commit to keeping the component operational for at least one (1) year after the initial contact.

Support Provision and Accessing Support

Support for these components is available through our Client Service Desk (<https://clientservicedesk.lingo24.com>), which is available for logging and monitoring progress of tickets 24x7 365 days a year.

The Client Service Desk is monitored 8:00 A.M. to 5:00 P.M. GMT Monday – Friday. Tickets received out of agreed hours will be logged within Lingo24's service desk however no action can be guaranteed until the next working day.

Service Availability

Service	Target Uptime
Online Ordering System (Ease)	99.8% (1.3 hours)
Translation Platform (Coach)	99.8% (1.3 hours)
Business Documents Translation API	99.8% (1.3 hours)
Premium Machine Translation API	99.8% (1.3 hours)

Request Types, Service Levels and Prioritization

Tickets raised with the Lingo24 Client Service Desk for the technical platform are classified into two broad types:

Incident	<p>Incidents are unplanned interruptions to a technology service, or the reduction in quality of a service.</p> <p>Incidents track issues which related to a technology service not reacting as designed or specified.</p> <p>This includes not being able to login, any error encountered when trying to perform an action within the system.</p>
Service Request	<p>Service Requests are requests from service users for something to be provided. This could be a new login to be created, advice on the best way to perform some function within the system.</p>

To prioritize our activities, Lingo24 has the following priority levels.

To derive the Priority Level for Incidents, we use a combination of the Urgency and the Impact of a service issue.

The urgency of an incident is determined by how time sensitive the issue is. The impact of an incident is determined by the scope of the effect the incident causes. Examples of the impact and urgency classification of an incident is shown below:

Level of Impact

Category	Description
High	<ul style="list-style-type: none"> • Activity that cannot be completed is highly time sensitive. • The damage caused by the incident increases rapidly overtime. • A minor incident could be prevented from becoming a major one by acting immediately. • Several VIP service users are affected.
Medium	<ul style="list-style-type: none"> • The damage caused by the incident increases considerably over time. • A single VIP service user is affected.
Low	<ul style="list-style-type: none"> • The damage caused by the incident only marginally increases over time. • Activity that cannot be completed is not time sensitive.

Level of Urgency

Category	Description
High	<ul style="list-style-type: none"> • A large number of service users are affected and/or are unable to perform their job. • The damage to the reputation business is likely to be high.
Medium	<ul style="list-style-type: none"> • A moderate number of service users are affected and/or are unable to perform their job.

	<ul style="list-style-type: none"> The damage to the reputation of the business is likely to be moderate.
Low	<ul style="list-style-type: none"> A minimal number of service users are affected and/or are unable to perform their job. The damage to the reputation of the business is likely to be minimal.

The priority of an incident is then calculated by the combination of it's Impact and Urgency as shown below:

		Impact		
		High	Medium	Low
Urgency	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Please note Service Requests are always logged as a Priority 5.

Target response and resolution times

For requests to the Client Service Desk, Lingo24 track two key measures to assess the performance of our service:

- Response Time** - time elapsed from when an ticket is initially logged and work starts on the ticket.
- Resolution Time** - the time from when an issue is logged to the time the ticket is marked as resolved.

Our target Response and Resolution Times are shown below, with the hours measured in 'service hours'

Priority Level	Description	Target Response Time	Target Resolution Time
1	Critical	1 hour	8 hours
2	High	2 hours	16 hours
3	Medium	8 hours	24 hours
4	Low	16 hours	32 hours
5	Very Low	None	None

Figure 1 – Target Response and Resolution Times