



## Service Level Agreement (SLA)

Last Revised: 08/08/2024

**Effective Date:** 08/08/2024

### **Purpose:**

This Service Level Agreement (SLA) defines the response and resolution timeframes for support tickets based on their priority levels. It also outlines the target business hours and the associated response times for each priority.

### **Business Hours:**

Business hours are defined as Sunday through Saturday, 8:00am to 11:00pm PST.

### **SLA Targets:**

The following targets are set for ticket responses and resolutions based on priority levels. The time calculations are made during business hours. Decimal values can be used to indicate fractions of a day.

Priority	First Reply Time (From ticket created time)	Next Reply Time (From last operator reply time)	Resolution Time (From ticket created time)
Low	8 hours	8 hours	7 days
Medium	5 hours	4 hours	5 days
High	1 hour	2 hours	5 days
Critical	30 minutes	1 hour	3 days

### **Additional Notes**

- **First Reply Time:** The target time by which a response must be given from the time the ticket is created.
- **Next Reply Time:** The target time by which a response must be given from the last operator's reply.
- **Resolution Time:** The target time for resolving the ticket from the time it was created.

### **Exclusions**

This SLA does not cover issues caused by factors outside of the company's control, such as natural disasters, power outages, or other force majeure events.

## SLA Breach and Remedies

If the SLA targets are not met, the following remedies may be available to the customer:

### 1. Service Credits

- Customers may be eligible for service credits based on the severity and duration of the SLA breach. The amount of the service credit will be calculated as a percentage of the monthly fee for the affected service.

### 2. Priority Escalation

- Tickets that have missed their SLA targets may be escalated to a higher priority level, ensuring faster response and resolution times.

### 3. Incident Analysis and Action Plan

- The company will conduct a root cause analysis to determine the cause of the breach and will provide a written report to the customer detailing the action plan to prevent future breaches.

### 4. Designated Point of Contact

- In the event of a significant SLA breach, the customer may be assigned a designated point of contact to facilitate faster communication and coordination of resolutions.

### 5. Compensatory Services

- Customers may be offered additional services or products at no additional cost to compensate for the inconvenience caused by the SLA breach.

## Limitations and Conditions

- Remedies are subject to the terms and conditions outlined in the service agreement and will not be provided if the SLA breach is due to factors outside the company's control (e.g., natural disasters, third-party service disruptions, etc.).
- Remedies must be claimed within a specific timeframe after the SLA breach (e.g., within 30 days of the breach).

## Review and Adjustments

The SLA will be reviewed periodically and may be adjusted based on feedback or changes in operational requirements.

## Contact Information:

For any questions or further information regarding this Partnership Policy, please contact:

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