Service Level Agreement: Support Times

1. SUMMARY

Service Level Agreement (SLA) for Support Response Forms This SLA outlines the expected response and resolution times for support reports submitted through the support form. It is important that the severity level of the issue is accurately assessed, as misuse of the "critical" selection may result in delays for other critical issues and reclassification of the support form by the DataAutomation team. If support forms do not have the required information, SLAs will be delayed.

2. SERVICE RESPONSE TIMES

Acknowledgement Time shall mean: Average time between the receipt of a ticket from an Authorized User* and the subsequent contact with the Authorized User by DataAutomation.

Ticket	Definition	Maximum Acknowledgement Time	Estimated Resolution Time	Measurement Window for Response Time	Ticket Submission Method
Critical Priority	Issue renders the integration unusable and no workaround exists, or it causes loss/corruption of stored data. (Lost user input, e.g. a failed form submission, is not the same thing as data loss and in most cases is Medium).	4 hours	Within 24 hours	Business Hours (Mon-Fri, 9:00am EST – 5:00pm EST, not including statutory holidays)	**Required: support form,** and a Slack message in your client channel (if applicable)
Major Priority	Not High Priority, but don't have significant impact or are important as defined byClient.	1 business day	Within 2 Business Days	Business Hours (Mon-Fri, 9:00am EST – 5:00pm EST, not including statutory holidays)	support form submission
Minor Priority	Have isolated impact and may have workarounds. Most issues are consideredlow.	2 business days	Within 3 Business days	Business Hours (Mon-Fri, 9:00am EST – 5:00pm EST, not including statutory holidays)	support form submission

Please note that this SLA is subject to change. We will make every effort to meet these response and resolution times, but we cannot guarantee them.

*Authorized User shall mean an employee of the Client or a third party duly authorized by theClient with the necessary access rights to use the integration