

# SERVICE LEVEL AGREEMENT

Terms and conditions for clients using the Heresafe platform.

## Document Control

Version:	5.0
Owner:	Daryl Greensill
Last updated:	24/02/2025
Reviewed by:	April Waddington
Reviewed date:	24/02/2025
Classification:	Public

Classification: Public

## Contents

Contents.....	2
1. Service Level Agreement.....	3
1.1. Availability.....	3
1.2. Support.....	3
1.3. Service Hours.....	3
1.4. Support Priorities.....	3
1.4.1. Priority One.....	3
1.4.2. Priority Two.....	3
1.4.3. Priority Three.....	3
1.4.4. Priority Four.....	4
1.4.5. Priority Five.....	4
1.5. Other Support Services.....	4
1.6. Out of Scope.....	4
2. Version History.....	5

## 1. Service Level Agreement

This document describes the Service Level Agreement which Heresafe Limited will deliver to The Client under the support and maintenance service for SaaS products .

### 1.1. Availability

Heresafe SaaS applications have a target availability of 98% aggregated over a 3 month period, however our typical availability is much higher than this.

Availability of a SaaS application is measured at the boundary at which our network meets the internet.

### 1.2. Support

All support matters are to be first raised to the support email: [support@heresafe.com](mailto:support@heresafe.com).  
Priority One support matters can be raised within Service Hours via 01226 212 056.

### 1.3. Service Hours

Heresafe provides application support between the hours of 9.00am and 5.30pm Monday to Friday excluding Bank Holidays.

### 1.4. Support Priorities

Support incidents are split into five priorities:

#### 1.4.1. Priority One

Priority One is defined as total loss of service.

- Target resolution within 4 hours during Service Hours.

#### 1.4.2. Priority Two

Priority Two is defined as partial loss of service or workarounds in place.

- Target resolution within 2 business days.

#### 1.4.3. Priority Three

Priority Three is defined as inconvenience caused by parts of the system not operating as expected.

- Target resolution within 5 business days.

#### 1.4.4. Priority Four

Priority Four is defined as minor defects affecting usability.

- Target resolution as soon as reasonably practicable.

#### 1.4.5. Priority Five

Priority Five is defined as cosmetic defects affecting look and feel.

- Target resolution as soon as reasonably practicable.

### 1.5. Other Support Services

Minor amendments such as template changes are usually covered under this Service Level Agreement.

### 1.6. Out of Scope

- Additional training after adoption period.
- Changes in system functionality and additional development work.
- Consultancy Services.
- Content Management Services

## 2. Version History

Version	Date	Author	Notes
1.0	Historic	Phil Atkinson	Client specific SLA document.
2.0 - 4.0	Historic	Phil Atkinson	
5.0	24/02/2025	Daryl Greensill	Change to Heresafe branding and new template.