

Service Level Agreement

This document outlines the support program and service levels for the Subscription Services provided by Hubforce Limited. This agreement is an integral part of your Terms & Conditions.

1. Support Program Details

1.1 Response and Categorization:

- Errors reported by You shall be categorized within 2 business days via telephone, email, or Our Platform.
- Categorization Prioritization:
- Priority 1: Critical – Entire system down.
- Priority 2: Urgent – Individual function down, no workaround available.
- Priority 3: Standard – Individual function down, workaround available.
- Priority 4: Other – Training or procedural issues.

1.2 Issue Resolution:

- We commit to resolving errors based on priority within the following timescales:
- Priority 1: Within 1 business day.
- Priority 2: Within 3 business days.
- Priority 3: Led by business priorities.
- Priority 4: Led by business priorities.

1.3 Platform Updates:

- We will provide updates at our discretion; no specific update is obligatory under this policy.

1.4 Telephone Assistance:

- We offer telephone advice and assistance during working hours on business days.

1.5 Third-Party Software Errors:

- For errors related to third-party software, we may liaise with the relevant third party to provide solutions.

1.6 Exclusions:

- We are not obliged to provide support for errors arising from:
- Damage to the Platform or software.
- Use of the Platform with non-designated equipment or software.
- Your breach of contractual obligations.

- User error.
- Use during Free Trial Period or Starter Subscription.

2. Service Levels

- We aim to ensure 99% availability of Enterprise Subscription, Scale Subscription, and Pro Subscription Services during working hours, measured monthly.

Permitted Downtime Includes:

- Planned maintenance (with prior notification).
- Unscheduled maintenance due to factors beyond our control.
- Force majeure events or third-party failures.
- Service interruptions under 30 seconds.
- Congestion due to You exceeding agreed capacity.
- Issues with Your local area network, internet connectivity, or infrastructure.
- Hardware failure (where not owned or directly managed by us).
- Unavailability due to Your non-cooperation.
- Problems caused by Your failure to follow procedures.
- Suspension of Services per this Agreement.

This policy is applicable to all products created and owned by Hubforce Limited.