

# SMSEAGLE SLA

| Support Service                                |                   |
|--|-------------------|
| Basic SLA:                                     | 5x9 Business Day* |
| Software updates                               | Yes               |
| Web support                                    | Yes               |
| Email support                                  | Yes               |
| Telephone support                              | Yes               |
| Remote connection support                      | Yes               |
| Access to Support Center Knowledgebase         | Yes               |
| Committed Response time to Priority-1 issues** | 2H                |
| Committed Response time to Priority-2 issues** | 8H                |
| Committed Response time to Priority-3 issues** | 24H               |

## \*Business Day hours

Our business hours cover Monday through Friday, 8:00 AM GMT+1 to 5:00 PM GMT+1, excluding major PL holidays.

## \*\*Priority Levels

The priority level of the submitted ticket is used to determine the response time guarantee.

### PRIORITY-1: BUSINESS CRITICAL

Represents a device completely not usable or a significant feature that is completely unavailable, and no workaround exists. Does not include development issues or problems in staging environments.

### PRIORITY-2: DEGRADED USABILITY

Includes intermittent issues with devices stability and reduced quality of service. A workaround may be available. Does not include development issues or problems in staging environments.

### PRIORITY-3: GENERAL ISSUE

Includes product questions, feature requests and development issues.

All customers may set the priority level of a ticket. However, SMSEagle Support reserves the right to reclassify the priority level at any time if we reasonably believe the classification is incorrect. Reclassifications are almost exclusively used in situations where a ticket is submitted as Priority 1, but the situation contradicts the Priority 1 definition – usually a non-production setup issue, or how-to question. SMSEagle support team members may also increase the priority level if the situation is deemed to be more urgent than originally reported.

If the priority level is not set by the customer, the ticket will default to Priority 2.