

Service Level Agreement (SLA)

This Service Level Agreement (SLA) outlines the agreed-upon terms and conditions between Weblosoft and its clients regarding the provision of helpdesk services. The purpose of this document is to establish clear expectations, define responsibilities, and ensure timely and effective resolution of issues.

Scope of Services

Weblosoft Helpdesk will provide support for the following:

- Technical issues related to Weblosoft products and services.
- General inquiries and assistance with account management.
- Troubleshooting and issue resolution.

Support Channels and Operating Hours

-Helpdesk support is available through the following channels:

- Email: support@weblosoft.com
- Phone: +44 1157 950103
- Online ticketing system: help.weblosoft.com

- Operating hours:

- Monday to Friday: 8:00 AM to 8:00 PM
- Sunday: 10:00 AM to 5:00 PM
- Excluding public holidays

Response and Resolution Times

Response Time:

Weblosoft commits to acknowledging all support requests within 2 business hours.

Resolution Time:

The time to resolve an issue will vary based on its complexity. Weblosoft will make best efforts to resolve:

- High-priority issues: Within 6 hours.
- Medium-priority issues: Within 24 hours.
- Low-priority issues: Within 5 business days.

Issue Prioritisation

High Priority:

- Critical system outages or failures.
- Security vulnerabilities.
- Significant impact on business operations.

Medium Priority:

- Functionality issues affecting a group of users.
- Performance degradation.

Low Priority:

- General inquiries and non-critical issues.

Client Responsibilities

- Provide accurate and detailed information when reporting issues.
- Collaborate with Weblosoft support staff to troubleshoot and resolve issues.

Escalation Procedures

If the client is dissatisfied with the resolution progress, they can escalate the issue to:

- Lewis Broadbent (Managing Director)
- lewis@weblosoft.com
- +44 7474 304995

Maintenance and Updates

Scheduled maintenance activities will be communicated in advance, and efforts will be made to minimise service disruptions.

By agreeing to these terms, both Weblosoft and the client commit to upholding the standards outlined in this SLA. Any disputes arising from this agreement will be resolved through good-faith negotiations between the parties.