



SERVICE LEVEL AGREEMENT (SLA)

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1. UPTIME

- 1.1 Agillic shall ensure that production instances maintains a minimum uptime of 99% during each calendar quarter excluding downtime due to force majeure events, upgrades, or planned service windows:
- Agillic may use a service window with possible platform downtime of up to sixty (60) minutes on Tuesdays between 10.00 pm CET/CEST and 1:00 am CET/CEST without prior notice.
 - Agillic may also on rare occasions deploy changes that are deemed critical and urgent, e.g. critical security updates or bug fixes, with no prior notice.
- 1.2 Uptime is defined as availability of production instances measured via uptimerobot.com maintained by Agillic.
- 1.3 Agillic shall take reasonable measures to minimise the impact of any planned or unplanned downtime and promptly restore service availability in the event of an outage.

2. SUPPORT

- 2.1 Support is offered via support tickets to users that have completed Agillic's [training course](#).
- Support tickets: <https://support.agillic.com/hc/en-gb/requests/new>
- Feature documentation: <https://support.agillic.com>
- Technical documentation: <https://developers.agillic.com>
- If support via phone is part of your contract our Support Team can be reached on +45 78 79 37 38. Remember to create a support ticket prior to calling otherwise we cannot log into your solution and investigate the problem.
- 2.2 Support is provided in business hours defined as between 9 am and 5 pm CET/CEST from Monday to Friday excluding [Danish public holidays](#). Support is not available two days yearly for internal workshops. The dates will be communicated no later than fourteen (14) days before.
- 2.3 You should report **critical incidents** that are blocking transactional communications, corrupting recipient data, or sending incorrect communication to recipients to +45 27 82 98 29. This number is **not for support issues**.
- 2.4 Agillic is not responsible for and does not provide support for templates, code, flows, or other assets implemented by others.

3. RESPONSE TIME

Priority	Definition	First response
Urgent	<p>A verifiable issue on production instances caused by a system malfunction that is either:</p> <ul style="list-style-type: none"> • blocking transactional communications (email, sms, etc.); • corrupting recipient data ; • sending incorrect communication to recipients. 	Max sixty (60) minutes
High	<p>A verifiable issue on production instances caused by a system malfunction that is either:</p> <ul style="list-style-type: none"> • causing low platform performance that is seriously affecting campaign activities for more than sixty (60) minutes; • blocking publish from the Staging to the Production environment; • blocking reports on active campaigns. 	Max four (4) hours during business hours
Normal	<p>A verifiable issue on production instances caused by a system malfunction that is either:</p> <ul style="list-style-type: none"> • causing platform performance to be slower than usual; • blocking reports on past campaigns; • support requests about upcoming campaign activities. 	Max eight (8) hours during business hours
Low	<p>The production instance is not performing as expected but this has no immediate effect on active campaigns. Helpdesk issue.</p>	Max twenty-four (24) hours during business hours

4. DATA BACKUP

- 4.1 Backups of Client's production instances incl. configuration and data are conducted on a daily basis and stored for two months off-premise at multiple sites. To comply with the GDPR's "right-to-be-forgotten" regulation, an internal recipient ID is stored and used to re-delete deleted recipients in case of a restore.
- 4.2 Backups are only intended to prevent data loss in case of hardware failure. They are not an "extra copy" available to clients in case data is deleted or corrupted by mistake.
- 4.3 Users are advised to backup business critical data via the export function in the platform on a regular basis.

5. UPGRADES

- 5.1 Clients are informed about major upgrades thirty (30) days in advance. Minor upgrades and bug fixes are deployed during service windows on Tuesday evenings.

6. FORCE MAJEURE

- 6.1 The uptime calculation shall exclude any force majeure events, including but not limited to natural disasters, acts of government, power outages, or disruptions caused by a third-party outside the control of Agillic.