



**(Product Name™)**

**Service-Level Agreement  
(Premium)**

**For (Client Name)**

# 1. Introduction

This Service Level Agreement (SLA) outlines the agreed-upon service expectations between **AtenTEC Business Development** for the product named **(Product Name)™** and **(Client Name)**. **(Product Name)™** is a cloud-based software application designed to assist **(Client Name)** in managing their operations. **AtenTEC Business Development** is committed to protecting the privacy and security of its customers' data and adheres to General Data Protection Regulation GDPR.

## 2. Services Covered

This SLA applies to the following services provided by **AtenTEC Business Development**:

- **Data Management:** The ability to use the system as agreed on in the **(Product Name)™** manual, SRS (Software Requirements Specifications), SOP (Service Operating Procedures), and provided training material.
- **System Availability:** the uptime and accessibility of the **(Product Name)™**.
- **Incident Response:** The process of identifying, classifying, prioritizing, resolving, and closing incidents affecting the provided services.
- **Feature Request:** The process of documenting, development, and implementing new features not included in the initial SRS.

## 3. SLA Adherence with SRS (Software Requirements Specifications)

Ensure that all services provided adhere strictly to the specifications outlined in the Software Requirements Specification (SRS) document.

## 4. Service Availability

**AtenTEC Business Development** strives to maintain a system uptime of **98%** on a monthly basis.

## 5. Customer Support Availability:

**24/7 Support Commitment:** We are committed to providing uninterrupted customer support. Our dedicated team is available 24 hours a day, 7 days a week, to address your needs promptly and efficiently.

## 6. Incident Response

### 6.1 Incident Severity Levels:

To ensure the timely resolution of incidents, we established a five-tiered severity level system. The severity level of an incident is determined by the impact it has on the functionality of the system and the business operations. These levels are:

**Level 1:** Critical incidents that result in a complete system outage, widespread data loss, significant business disruption, which has the potential to cause severe financial or reputational damage, and don't comply with catastrophic regional, political, or natural incidents.

**Level 2:** High-Impact incidents that affect the core functionality of the system, such as significant degradation in system performance or data corruption.

**Level 3:** Medium-Impact incidents that affect the system, but don't result in significant downtime or data loss, such as minor bugs or functionality issues.

**Level 4:** Low-Impact incidents that don't significantly affect the system or the business operations, such as UI issues.

**Level 5:** Feature requests that require new development, integration, or modifications to the system as agreed upon in each SRS and SOP.

## Response / Resolution Time

In the event **AtenTEC Business Development** fails to meet the service availability target outlined in this SLA, **(Client Name)** may be eligible for service credit as a discount on the next month bill in accordance with **AtenTEC Business Development** Service Credit policy as following:

Level	Response Time	Resolution Time	Compensation*
1	30 minutes	2 hours or less (starting at notification response)	8% credit per each hour over of next month bill
2	30 minutes	8 hours or less (starting at notification response)	5% credit per each hour over of next month bill
3	30 minutes	16 hours or less (starting at notification response)	3% credit per each hour over of next month bill
4	30 minutes	32 hours or less (starting at notification response)	0.5% credit per each hour over of next month bill
5	30 minutes	Based on agreement	N/a

\* Compensation applies if the problem is on our part.

## 6.2 Incident Response Plan:

1. **Incident Identification:** Promptly identify and log incidents.
2. **Incident Categorization:** Classifying incidents based on severity and potential impact.
3. **Incident Prioritization:** Prioritizing incidents based on severity and business impact.
4. **Incident Response:** Assigning a dedicated team to investigate and resolve the incident.
5. **Incident Resolution and Closure:** Implementing necessary solutions, verifying the resolution, and documenting the incident.

## 7. Performance Metrics

- **System Uptime:** 98% monthly (assuming stable connectivity from customer side in all working locations).
- **Average Incident Response Time:**
  - **During working hours:** 15 minutes.
  - **Out of working hours:** 60 minutes.

## 8. Service Level Exclusions

This SLA does not cover service interruptions resulting from:

- Scheduled maintenance or system updates.
- Service disruptions resulting from unforeseen circumstances beyond our control (e.g., natural disasters, power outages).
- Service disruptions arising from customer negligence or misuse of the software.

## 9. Service Agreement

### 9.1. Service Scope

The following Services are covered by this agreement:

- Monitored email support
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check.
- Planned daily / monthly system backups.

## 9.2. Customer ((Client Name)) Requirements

Customer ((Client Name)) responsibilities and/or requirements in support of this Agreement include:

- Payment for all support and operation costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.
- Proper use of the software and services as agreed upon in SRS and as per presented training.

## 9.3. Service Provider Responsibilities

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to the Customer for all scheduled maintenance.

## 9.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

# 10. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect. The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

**Business Relationship Manager: AtenTEC Business Development**

**Review Period:** Bi-Yearly (6 months)

**Previous Review Date:** N/a

**Next Review Date:** N/a

## 11. Governing Law

This SLA shall be governed by and construed in accordance with the laws of Egypt.

## 12. Entire Agreement

This SLA constitutes the entire agreement between **AtenTEC Business Development** and **(Client Name)** regarding the services provided and supersedes any prior or contemporaneous communications, representations, or agreements.

## 13. Data Protection

**AtenTEC Business Development** is committed to protecting the privacy and security of **(Client Name)**'s data and adheres to GDPR regulations.

**End of Document**