

Availability and Service Level Agreement Summary

This paper summarises the Intelligentcontract.com service availability and Service Level Agreement commitment to our customers.

Uptime Availability

We aim to provide service availability no less than 99.5% of the time. This is in line with our hosting partner's stated service availability.

Service Level Agreement

Should an issue be encountered our agreed SLA to fix the issue is as follows:

Priority	Characteristics	Response	Fix
P1	Not able to Login or an issue with no workaround	2 hours	4 hours
P2	Substantive issue but where a workaround exists	4 Hours	Up to 4 days
P3	Requests or minor issues	8 hours	Allocated a release window on request

Please note that the response and fix times shown refer to UK standard business hours of 9.00am to 5.30pm Monday to Friday excluding UK Public Holidays.