Our Service Level Agreement (SLA) for Website Build and Maintenance

1. Service Overview
   a. Service Provider: CraftedQ
   b. Service(s) Provided: Website Build and Maintenance

2. Service Commitments
   a. Uptime Guarantee: The service provider guarantees a minimum of 99.99% uptime for the hosted website, excluding scheduled maintenance.
   b. Maintenance Windows: The service provider will notify the client in advance of any scheduled maintenance windows, during which the website may experience temporary unavailability.
   c. Security: The service provider will implement security measures to protect the website from unauthorized access, data breaches, and other security threats.

3. Support and Communication
   a. Support Hours: Support services will be provided 10am to 6pm (UAE time) on Monday to Friday.
   b. Support Channels: Clients can contact support via Email to CSM or Account Manager. Customers with Enterprise SLA agreements can raise tickets via Jira.
   c. Response Time: The service provider will respond to support requests within the following timeframes during support hours:
      Critical: 30 minutes or less
      High Priority: 1 hour or less
      Medium Priority: 6 hours or less
      Low Priority: 1 day or less

4. Maintenance and Updates
   a. Regular Updates: The service provider will perform regular updates including plugins, and maintenance tasks to ensure the website’s functionality and security.
   b. Emergency Updates: In the event of critical security vulnerabilities, emergency updates may be applied to the website without prior notice to the client.

5. Backup and Recovery
   a. Backup Frequency: The service provider will perform weekly backups of the website’s data.
   b. Data Retention: Backups will be retained for up to 12 weeks and are available for data recovery upon client request.

6. Performance and Scalability
   a. Scalability: The service provider will ensure the website’s performance and scalability by allocating necessary resources as per the agreed service plan.

7. Service Level Credits
a. In the event of service downtime exceeding the agreed-upon uptime guarantee, the service provider may offer service level credits or refunds as specified in a separate SLA document.

8. **Termination**
   a. Either party may terminate this agreement with 60 days written notice.
   b. Termination due to violation of the SLA terms may occur without notice.

9. **Confidentiality**
   a. Both parties agree to maintain the confidentiality of all sensitive information and data shared during the course of this agreement.

10. **Legal Compliance**
    a. Both parties agree to comply with all relevant laws and regulations related to website hosting and maintenance services.

11. **Governing Law**
    a. This agreement will be governed by and interpreted under the laws of United Arab Emirates.

12. **Dispute Resolution**
    a. Any disputes arising from this agreement will be resolved through arbitration or mediation as agreed upon by both parties.

13. **Miscellaneous**
    a. This SLA represents the entire agreement between the service provider and the client and supersedes any prior agreements.