

## 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.