

Indentr Privacy Policy

Service Level Agreement (SLA) Section

Terms and Conditions agreed upon between Indentr ("Service Provider") and the Client for the provision of IT services.

1. Service Scope:

The IT services covered by this SLA include:

- Maintenance and support of Indentr software products.
- Monitoring and recovery of applications and databases.
- Updates and patches to software.
- Customer support and helpdesk services.

2. Customer Support:

Support services are available through email, telephone, and other electronic means.

The Service Provider commits to responding to support requests within one week from receipt.

Support includes assistance with software features, troubleshooting, and service disruptions.

3. Service Performance:

The Service Provider guarantees an annual uptime of 90%, excluding planned maintenance.

In the event of downtime, efforts will be made to restore services as quickly as possible.

4. Maintenance and Planned Downtime:

Clients will be notified of planned maintenance activities at least one week in advance.

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Maintenance is scheduled to minimize impact on service availability and performance.

5. Reporting and Review:

Quarterly reports on service performance, including uptime statistics and support request resolutions, will be provided to the Client.

The SLA will be reviewed annually or as needed to reflect changing service requirements.

6. SLA Amendments:

Amendments to this SLA must be in writing and agreed upon by both parties.

This SLA section forms part of the Terms and Conditions between the Service Provider and the Client and is subject to the provisions contained therein.