Service Level Agreement

Ekselens Consulting · The Risk Decision-Intelligence Layer · Version 1.1 · 12 November 2026

This Service Level Agreement ("SLA") describes the availability and support commitments for the EKSELENS · ERIO platform. It applies where referenced in an order form; bracketed figures are completed per plan at contract.

1. Availability target

We target **99.5%** monthly availability of the core application, measured excluding scheduled maintenance and factors outside our reasonable control (e.g. a customer's network, or a third-party identity or data provider outage).

2. Scheduled maintenance

Planned maintenance is performed in a low-usage window with **48 hours'** notice where it is expected to be disruptive. Routine, non-disruptive updates may be applied continuously.

3. Support & response times

Severity	Definition	Target response
P1 — Critical	Platform unavailable or major function unusable for all users	**8 business hours**
P2 — High	Key function impaired; no reasonable workaround	**2 business days**
P3 — Normal	Minor issue or workaround available	**5 business days**
P4 — Request	Question, guidance or enhancement request	**14 business days**

Support hours are **09:00–17:30 UK business days** via **info@ekselens.com**.

4. Data protection & resilience

Customer data is encrypted in transit and sensitive secrets at rest. Backup cadence, recovery-point and recovery-time objectives (RPO/RTO) are **defined per the production hosting plan**; restore procedures are tested periodically. Security incidents affecting personal data are notified per the DPA (target **72 hours**).

5. Exclusions & remedies

This SLA does not apply to beta/pilot features, issues caused by misuse or unsupported configurations, or third-party services. Where an availability target is missed, remedies (e.g. service credits) are as set out in the order form.

This document is a template provided for transparency and procurement review. Bracketed items ([like this]) must be completed and the whole document reviewed by qualified counsel before it forms part of a binding contract.