

## Service Level Agreement - Simplified Loader Support Portal

This Service Level Agreement (SLA) outlines the standards and responsibilities associated with the Simplified Loader Support Portal provided by Simplified Loader. The Simplified Loader Support Portal provides users with a reliable platform to log, manage, and resolve incidents. The SLA covers data archiving procedures, escalation processes, incident severity and priority definitions, data confidentiality, and GDPR compliance.

### 1. System Availability

The Support Portal is available via a web browser and can be accessed 24/7. However, scheduled maintenance or unforeseen circumstances may affect availability, and users will be notified in advance whenever possible.

### 2. Data Archiving and Retention Policy

To ensure the security and integrity of incident-related data, the following data archiving stages have been established:

#### a. Email Notification on Incident Closure

Upon the closure of an incident, the user will receive an email containing closed incident number and title. The email will ask users to download required incident details, as the incident deletion process will be triggered 30 days after closure.

#### b. Document Retention and Deletion

All documents attached to an incident, including images, screenshots, and other relevant files, will be retained for 30 days following the incident's closure. After this 30-day period, these documents will be permanently deleted. It is imperative to note that after this stage, Simplified Loader will not have the ability to restore any deleted documents.

#### c. Complete Incident Deletion

The full details of an incident, including any remaining associated data, will be permanently deleted 90 days after the incident's closure. Users are encouraged to download and securely store any necessary information before this period expires.

### 3. Customer Responsibilities:

To ensure timely resolution of incidents, customers must provide all relevant details and documentation when logging an incident to ensure accurate assessment and timely resolution.

#### Timely Communication:

Customers must promptly provide all necessary information and documentation to facilitate the resolution of incidents.

#### System Access:

Customers are responsible for maintaining access to the Support Portal and ensuring that all relevant personnel are aware of and adhere to the SLA terms.

#### Escalation Process:

If a response is not received within the specified time frame (as defined by incident priority), customer should escalate the issue by contacting the support team directly via the provided Escalation Levels:

- **Level 1 (Initial Support):** Incidents are first handled by the Simplified Loader Support Team. They will assess, prioritize, and begin work on resolving the issue.
- **Level 2 (Technical Escalation):** If the incident cannot be resolved at Tier 1, it will be escalated to the technical support team for further investigation.
- **Level 3 (Management Escalation):** For incidents that remain unresolved beyond Tier 2, the issue will be escalated to the management team for expedited resolution.
- **Customer Escalation:** If the customer believes the incident is not being handled appropriately, they may escalate directly to management by contacting the support team with the escalation request.

## 4. Definitions

#### Severity Levels (Impact on operations):

- **Severity 1 (Critical / System Down):**  
Complete system outage or failure, with no workaround available, causing significant disruption to operations.
- **Severity 2 (Significant Impact):**  
Major functionality is impaired, with no workaround available. Operations are severely impacted, but some functions remain operational.
- **Severity 3 (Minor Impact):**  
Non-critical functionality is affected, with a workaround available. The impact on operations is moderate but manageable.
- **Severity 4 (Cosmetic):**

Minor issues that do not significantly affect operations. Typically, cosmetic issues or general inquiries.

#### Priority Levels (Urgency of resolution):

- **Priority 1 (Critical):**  
Immediate attention is required to resolve the issue. Work begins as soon as the incident is reported.
- **Priority 2 (Important):**  
Resolution is required within a shorter timeframe, typically within 24 hours.
- **Priority 3 (Normal):**  
Resolution is needed but can be scheduled within a standard response time, typically within 48 hours.
- **Priority 4 (Low):**  
The issue is non-urgent and can be addressed within a standard response time of up to 72 hours.

## 5. Data Confidentiality

All data attached to incidents will remain strictly confidential and will not be shared outside the support team. This ensures that sensitive information is handled securely and in compliance with relevant data protection regulations.

## 6. GDPR Compliance

The Support Team at Simplified Loader has fully complied with the General Data Protection Regulation (GDPR). This compliance ensures that all personal data is processed lawfully, fairly, and transparently, with respect for the privacy and rights of the users.

## 7. SLA Performance

Simplified Loader is committed to meeting the SLA guidelines outlined above. Performance against these standards, and improvements will be made to ensure high-quality service.

## 8. Terms and Conditions of Use

By downloading and using the Simplified Loader's Excel file, you agree to the following terms and conditions:

- **License:**

The user agrees to Simplified Loader's End User License Agreement. Unauthorized use, distribution, or modification of the file is prohibited.

- **Compliance:**  
Users must comply with all applicable laws and regulations when using the Excel file.
- **Support:**  
Simplified Loader will provide technical support for issues related to the use of the Excel file within the scope of this SLA.

## 9. Contact Information

For any questions or to escalate an incident, please contact our support team at [Support@SimplifiedLoader.com](mailto:Support@SimplifiedLoader.com) or via our web portal.

## 10. Acceptance

By using the Support Portal, the customer agrees to the terms and conditions set forth in this SLA. This agreement is subject to change, and users will be notified of any updates.

This SLA document is intended to provide a clear understanding of the expectations and responsibilities for both Simplified Loader and its customers in managing incidents.