

Service Level Agreement (SLA) – Support Statement

1. Purpose

This Service Level Agreement (SLA) defines HBHR's commitment to providing timely and effective support to our customers. Our objective is to ensure a seamless and reliable experience by addressing **critical issues promptly** and managing **general queries efficiently**, through our helpdesk and other support channels.

Scope

2. Coverage

This SLA applies to all customers with an **active subscription** to HealthBoxHR services. It covers:

- **Critical issues** that severely impact functionality, performance, or availability
- **General queries** and **non-critical support requests** submitted via our helpdesk or other support channels

Issue Categorisation

3. Critical Issues

A **critical issue** is a problem that either:

- Renders the product or service completely **unusable**, or
- Significantly **impairs performance**, causing major disruption to customer operations

Examples include:

- **Complete service outage**
- **Major functionality failure**
- **Data integrity or security breach**

4. Non-Critical Issues (General Queries)

Non-critical issues include:

- General usage questions
- Minor feature malfunctions that do not interrupt service
- Configuration support
- "How-to" guidance
- Requests for reports or data exports
- Suggestions or feature requests

Support Channels

5. Reporting Channels

Customers can report issues and raise queries through the following support channels:

- **Phone:** +44 203 468 5770
- **Email:** support@healthboxhr.com
- **Assigned Client Executive/ Payroll Executive**
- **Webchat:** www.healthboxhr.com
- **Helpdesk Ticketing System:** Accessible within HBHR platform

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Response Time Commitments

Issue Type	Initial Response Time	Resolution Time Target	Update Frequency
Critical Issue	Within 15 minutes	Within 3 hours	Every 1 hour until resolved
High Priority (non-critical but urgent)	Within 1 hour	Within 1 business day	Every 4 hours (business hours)
Standard Query	Within 4 business hours	1–3 business days	Upon status change or resolution
Low Priority / Requests	Within 1 business day	3–5 business days	As needed or upon resolution

Issue Resolution

6. Resolution Process

- **Critical Issues:** HealthBoxHR will prioritize resolution with dedicated resources and communicate progress regularly until resolved.
- **Non-Critical Issues:** Issues are queued and addressed based on priority and complexity. Customers are informed of expected resolution times and notified of updates or when further input is required.

Service Hours

7. Support Availability

- **Business Hours Support:** Monday to Friday, 9:00 AM – 5:30 PM (UK time), excluding public holidays.
- **Emergency Support for Critical Issues:** 24/7 via phone or email for customers.

Exclusions

8. SLA Limitations

This SLA does not apply to issues arising from:

- Misuse or unauthorised modifications to the product
- Third-party software or hardware
- Acts of nature, force majeure, or other events beyond our control

Contact Information

9. Support Contacts

For inquiries, reporting issues, or requesting assistance:

- **Phone:** +44 203 468 5770
- **Email:** support@healthboxhr.com
- **Assigned Client Executive/Payroll Executive**
- **Webchat:** www.healthboxhr.com
- **Helpdesk Ticketing:** Available within HBHR

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