



Support & Service Level Agreement (SLA)

1. Purpose

This document defines the support scope, availability, and service level commitments provided by Agentycs. It is designed to set clear, realistic expectations while enabling high-quality, sustainable support.

2. Support Availability

Business Hours: Monday to Friday, 09:00 – 17:00 (UK time)

Exclusions: Weekends and UK public holidays

Out-of-Hours Support: Not provided

Support requests may be submitted at any time; however, response time commitments apply only during business hours.

3. Support Channels

Support requests should be submitted via agreed email or support channels. Telephone or emergency support is not guaranteed unless explicitly agreed in writing.

4. Response Time Commitment

Initial Response: Within 4 business hours.

An initial response means acknowledgment of the request and confirmation of next steps. It does not imply resolution.

5. Incident Severity Classification

Severity 1 – Critical Impact

Production service unavailable or unusable with no reasonable workaround.

Response: Within 4 business hours.

Resolution: Best efforts only. No guaranteed resolution timeframe.

Severity 2 – High Impact

Significant degradation affecting multiple users or key functionality.

Response: Within 4 business hours.

Resolution: Best efforts only.

Severity 3 – Moderate / Low Impact

Limited functionality impacted or minor defects.

Response: Within 1 business day.

Resolution: Best efforts only.

Severity 4 – Service Requests / Informational

How-to questions, guidance, or feature requests.

Response: Within a reasonable timeframe.

6. Resolution Approach

Agentycs does not guarantee resolution times. All issues are handled using commercially reasonable efforts, considering complexity, dependencies, and customer responsiveness.

7. Customer Responsibilities

Customers must provide timely information, maintain supported configurations, and designate a technical contact. Delays may affect resolution.

8. Exclusions

This SLA excludes issues caused by third-party systems, customer misconfiguration, unsupported environments, or force majeure events.

9. Optional Enhanced Support (Non-Guaranteed)

Agentys may offer optional enhanced support arrangements by separate agreement. These may include:

- Priority handling of support requests
- More frequent status updates
- Informal out-of-hours best-efforts assistance

Enhanced support is provided on a best-efforts basis only and does not constitute:

- 24x7 coverage
- Guaranteed response or resolution times
- On-call or standby obligations

Any enhanced support is subject to team availability and may be withdrawn or modified with reasonable notice.

10. Changes to This SLA

Agentys reserves the right to update this SLA with reasonable notice. Continued use of services constitutes acceptance of the revised terms.