



Service Level Agreement

Availability of live tech spt on Platform chat (Intercom channel) to provide immediate assistance. Note that WYWM can be contacted at any time via phone/email for Priority 1-2 issues.

Response Time: Timeframe within which a WYWM representative will be in contact to assist with your service issue.

Update Time: Timeframe within which you will receive an update as to the plan/time to issue resolution.

Targeted Fix/Workaround Time: Maximum time from notification of fault to completion of fix / workaround (restore of service).

Priority 1	Platform is completely inaccessible or the majority of its functionality is unusable.	Availability	0800-1700 local
		Response Time	1 hour
		Update Time	2 hours
		Targeted Fix/ Workaround Times	24 hours
Priority 2	One or more important features has become unusable	Availability	0800-1700 local
		Response Time	1 Business Day
		Update Time	Weekly
		Targeted Fix/ Workaround Times	N/A
Priority 3	Any other case where a feature is not operating as documented	Availability	0800-1700 local
		Response Time	1 Week
		Update Time	Weekly
		Targeted Fix/ Workaround Times	Next Release
Priority 4	All enhancement requests and general questions	Availability	0800-1700 local
		Response Time	1 Week
		Update Time	Weekly
		Targeted Fix/ Workaround Times	N/A