

● Service Level Agreement (SLA)

Last updated 1st Sept 2020

The Service Level Agreement (“SLA”) set out below is provided to you in accordance with the Services you have purchased as set out in an Order Form. The Services are subject to the Chatteringmonkey.co.uk Service Terms and Conditions, available [here](#) or any other terms and conditions agreed to between you and us. Capitalised terms used but not defined in this SLA are defined elsewhere in your agreement with Chatteringmonkey.co.uk.

A. Live Support Process

Depending on the specific Services we provide to you, we offer live support for users on business days during business hours. For the purposes of this SLA:

- a business day is any day that is not a Saturday, Sunday, Christmas Day, Boxing Day, New Year’s Day or UK Bank Holiday.
- a business hour is an hour between 9:00am-5:30pm GMT/BST on a business day.

For assistance with live support, you must file a support request with us via email to support@chatteringmonkey.co.uk. You must include a clearly written description of the problem you are facing, provide the email address you are logged in with and where applicable, include a URL/screenshot of the affected page. You must also include any steps that you can reasonably identify that would allow us to replicate the problem (a “**Valid Support Request**”). Following receipt of a Valid Support Request, we will log the problem and provide you with a ticket ID number by email to track progress on your support request. Requests can be managed by email via support@chatteringmonkey.co.uk.

If any user contacts us for any reason other than by filing a live support request via the process set out above, we may refer that user to one of your admin users and/or to your Customer Success Manager.

B. Response and Fix Times

We reserve the right to prioritise support requests depending on the severity of the issue identified and the impact on our Services to you and our entire customer base.

