



## Seldon Service Level Agreement

Seldon will provide the support outlined in the Service Level Agreement (SLA) table below:

Response Time Targets			
Issues will be responded to by Seldon in accordance with the following criteria, and tracked on a case by case basis:			
Priority Level	Issue Severity	Response Time	Issue Severity Description
1	Critical	30 minutes	The Supported Software doesn't function at all or performance is so poor as to render the Enterprise Software unusable with risk of resulting in significant business impact.
2	High	4 hours	A major function / product is unusable which results in limited functionality or affects a large number of users.
3	Medium	8 hours	There is a loss of a function or resource that does not seriously affect the Enterprise Software's functionality.
4	Low	24 hours	All other issues or questions
Response Times			
<ul style="list-style-type: none"><li>• Response for critical is 24/7</li><li>• Response time for low, medium and high issues is 9am – 5pm time (EST, UTC and CET supported).</li><li>• The SLA times listed are the time frames in which you can expect the first response.</li><li>• Seldon Support will make a best effort to resolve any issues to your satisfaction as quickly as possible. However, the SLA times are <i>not</i> to be considered as an expected time-to-resolution</li></ul>			
Once the issue is submitted:			
<ul style="list-style-type: none"><li>• A Seldon agent will be able to diagnose the issue, which may require access to screenshots, logs and information which can be shared through the support portal.</li></ul>			