

Software Maintenance SLA

- Applied Path will ensure staff is allocated and available in order to provide 4 hours of support on a monthly basis.
- Support Requests will be responded to within 24 hours. This response will include a path to resolution for the reported issue and include an estimated timeline for completion.
- Issues will be resolved within 72 hours of the issue being reported, unless extended times are required and agreed to.
- Requested services that require implementation longer than the contracted monthly maintenance hours will be handled on a case-by-case basis and estimated accordingly.
- Applied Path will work to determine deployment windows where necessary.
- Maintenance support needed beyond the allotment of hours defined as monthly maintenance will be communicated and approved by Applied Path prior to moving forward and billed accordingly. Communication for this additional support will be approved via email.