# eFolder Support Level Agreements

## Support SLA

| Issue Severity | Definition | Working Hours | Support Response |
|---|---|---|---|
| Critical | A significant business impacting issue that interferes with normal business operations | 24/7/365 until workaround or resolution is provided, or until issue is deescalated | < 60 minutes |
| High | A business impacting issue that does not affect normal business operations | Mon-Fri 8am – 7pm EST | < 4 business hours |
| Medium | All other issues | Mon-Fri 8am – 7pm EST | < 1 business day |
| Low | Issues designated by the partner as low priority, such as minor feature requests | Mon-Fri 8am – 7pm EST | < 2 business days |

## Additional SLA Terms

• **Continuity Cloud Provisioning SLA:**
  If Critical and partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned and accessible to the partner within 60 minutes of the Critical ticket being submitted.

  If it is not Critical and partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned within 1 business day.

  If the partner is receiving demo or free Continuity Cloud services, nodes are provisioned based on queued demand and available free/demo capacity, and no guarantees are made regarding timing or availability of demo/free capacity.

• **SLA for free, trial, NFR, or demo usage of any service:**
  Any free, demo, or trial services are not eligible for receiving Critical or High levels of service.
  All tickets relating to non-paid services will be treated with Medium or Low severity.

## Examples of Issue Severities

| Product | Critical Severity Examples | High Severity Examples |
|---|---|---|
| **(All Products)** | Complete service outages | |
| **Anchor** | The inability to access or sync data | Slow file synching |
| **Backup for Files** | Restoring files and folders needed for critical business applications | Backups that have repeatedly failed |
| **BDR** | Server down restores, or server down virtualizations of backups | Backups that have repeatedly failed |
| **Cloud backup (Cloudfinder)** | Major restore operations, e.g. entire organizational units; security failures | Non-major restore operations (e.g. single user); restore operations working, but slow; other features impacted (e.g. search filtering, report views, etc.) |
| **Continuity Cloud** | Critcal Continuity Cloud usage, server down restores | Further configuration of the Continuity Cloud, setting up backups of VMs running on the Continuity Cloud |
| **Email Security** | An issue that is causing a business to not receive valid email (email flow is not working, email is being rejected improperly, important email can't  be released from quarantine, etc.) | Slow email delivery or excessive levels of inbound spam |

# efolder