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Service Level Agreement (overview)

Version 1.0 | In force 15 November 2025 to 10 September 2026

Source: <https://prduct.com/service-level-agreement>

Superseded by Schedule 1: Service Levels v2.0 (prduct.com/service-levels)

SUPERSEDED 10 SEPTEMBER 2026: no longer applies to new acceptances

Last Updated: 16. April 2026

Our Service Level Agreements (SLAs) define the uptime commitments, support response times, and service guarantees for each paid subscription tier. Free tier and connected users receive best-efforts access without SLA guarantees.

Feature	Starter	Premium	Enterprise
Uptime	99.0% (target)	99.5%	99.8%
Credits	No	Yes	Yes (enhanced)
Critical Response	24 hours	6 hours (business days)	4 hours (business days)
High Response	—	—	8 hours (business days)
Standard Response	—	—	24 hours (business days)
Support Hours	9–16 CET	9–16 CET	9–16 CET
Core Functionalities	All available	All with full features	All + custom
Implementation	Self-service	10 hours	10 hours + custom

Enterprise SLA terms are negotiable. Contact us to discuss terms tailored to your organisation.

What’s Included

Uptime Guarantees: Monthly uptime percentage measured for platform availability. Higher tiers receive service credits if we fall below targets.

Support Response Times: Maximum time for our team to respond to your support requests during business days. Critical issues (service unavailable, data loss, security breaches) receive fastest response.

Backup Retention: How far back we can restore your data from backups. Longer retention provides more recovery options.

Implementation Support: Dedicated onboarding assistance to help you get started. Enterprise tier includes custom integration support.

How SLAs Work

- Monitoring:** We continuously monitor platform availability and response times
- Service Credits:** Premium and Enterprise tiers receive automatic credits if uptime falls below commitments
- Support Priority:** Higher tiers receive priority queue placement for all support requests

4. **Reporting:** Monthly uptime reports available on request

Exclusions

SLAs do not cover downtime caused by:

- Scheduled maintenance (with advance notice)
- Emergency security updates
- Third-party infrastructure issues (AWS, payment processors)
- Force majeure events
- Issues caused by customer actions or integrations

Choose Your Tier

Select the SLA that matches your business needs:

- Starter: <https://prduct.com/service-level-agreement/starter-tier>
- Premium: <https://prduct.com/service-level-agreement/premium-tier>
- Enterprise: <https://prduct.com/service-level-agreement/enterprise-tier>

Questions?

Contact our sales team: sales@prduct.com

View pricing and features: prduct.com/pricing