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Service Level Agreement, Enterprise Tier

Version 1.0 | In force 15 November 2025 to 10 September 2026Source: <https://prduct.com/service-level-agreement/enterprise-tier>Superseded by Schedule 1: Service Levels v2.0 (prduct.com/service-levels)**SUPERSEDED 10 SEPTEMBER 2026: no longer applies to new acceptances***Last Updated: 16.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*

1. INTRODUCTION

1.1 This Service Level Agreement (SLA) applies to Enterprise tier subscribers and supplements the Terms of Use (prduct.com/terms).

1.2 Enterprise agreements may include custom terms negotiated separately. This SLA defines minimum service levels; your enterprise agreement may specify enhanced commitments.

2. SUBSCRIPTION TERMS

2.1 Subscription Period. Negotiable (typically 12-36 months), auto-renews unless you provide 90 days' notice before renewal.

2.2 Pricing. Custom pricing per your enterprise agreement.

2.3 Payment. Terms per your enterprise agreement (annual, quarterly, or custom).

2.4 Flexibility. Enterprise agreements may include custom terms for upgrades, downgrades, and modifications.

3. INCLUDED FEATURES

3.1 Core Features:

- All Premium features
- Subsidiary company management
- Custom feature development (negotiable)
- Dedicated account manager
- Custom integrations support
- Advanced reporting and analytics
- Priority feature requests

3.2 Usage Limits: Custom limits per your enterprise agreement. See prduct.com/pricing for base limits. Additional capacity included or available at preferential rates.

3.3 Modules. All paid modules included or available at preferential pricing. Full feature access across all modules.

3.4 Custom Modules. Custom module development available (separately scoped and priced).

4. UPTIME COMMITMENT

4.1 Target Uptime. 99.8% monthly uptime (may be enhanced in your enterprise agreement).

4.2 Exclusions: Excludes scheduled maintenance, force majeure, and third-party infrastructure issues (e.g., AWS).

4.3 Maintenance. We'll provide 14 days' notice for scheduled maintenance. Maintenance windows coordinated with your team.

4.4 Monitoring. Uptime can be monitored through our third-party provider:
<https://stats.uptimerobot.com/eTu32tomF5>

4.5 Service Credits:

- Below 99.8%: 5% monthly fee credit
- Below 99.5%: 10% monthly fee credit
- Below 99.0%: 15% monthly fee credit

Custom credit terms may be negotiated. Credits are your sole remedy for uptime failures unless otherwise specified in your enterprise agreement.

5. SUPPORT

5.1 Channels: Dedicated email, chat, and phone support

5.2 Hours: Monday-Friday, 9:00-16:00 CET.

5.3 Response Times (Guaranteed):

- **Critical** (service unavailable, data loss, security breach): 4 hour (business days)
- **High** (major feature unavailable, significant degradation): 8 (business days)
- **Standard** (general questions, minor bugs, feature requests): 24 (business days)

5.4 Dedicated Account Manager. Named account manager for strategic guidance, quarterly business reviews, and escalation management.

5.5 Technical Account Manager. Named technical contact for implementation, integration, and ongoing technical guidance (for larger enterprises).

5.6 Escalation. Direct escalation to engineering and executive team.

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

6. DATA AND BACKUPS

6.1 Retention. Master data retained per your requirements. Custom communication retention available.

6.2 Backups. Continuous backups with geo-redundancy. Recovery guaranteed for data from last 365 days.

6.3 Export. Priority data export in any format. Full API access. Custom export scripts available. Dedicated data migration support.

6.4 Data Residency. Custom data residency requirements may be negotiated (e.g., specific AWS regions).

7. SECURITY

7.1 Measures:

- AWS EU hosting with multi-region redundancy
- SSO/SAML integration available
- 2FA enforced organization-wide
- Encryption (SSL/TLS 1.3, data at rest)
- Continuous backups

7.2 Compliance. Security controls aligned with ISO 27001 (in progress). Custom compliance requirements negotiable (SOC 2 Type II, HIPAA, FedRAMP, etc.).

7.3 Custom Requirements. Custom security requirements negotiable (dedicated infrastructure, private cloud, on-premise options).

8. IMPLEMENTATION & PROFESSIONAL SERVICES

8.1 Onboarding. Dedicated onboarding (Custom hours included).

8.2 Training. Custom training sessions for your team (in-person or virtual).

8.3 Implementation. Dedicated implementation support for complex integrations through our partner network.

8.4 Professional Services. Additional consulting, training, and development available at preferential rates.

9. CUSTOM DEVELOPMENT

9.1 Feature Requests. Enterprise customers receive priority consideration for feature requests and product roadmap influence.

9.2 Custom Features. Custom feature development available (separately scoped and priced per project).

9.3 Integrations. Custom integration development available for your ERP, PLM, or other systems together with our partner network.

10. LEGAL & COMPLIANCE

10.1 Enterprise Amendment. Your enterprise agreement may modify these Terms. In case of conflict, your enterprise agreement prevails.

10.2 Custom DPA. Custom Data Processing Agreement terms may be negotiated.

10.3 Liability. Custom liability caps and insurance requirements may be negotiated.

11. MODIFICATIONS

11.1 We may modify this SLA with 60 days' notice (30 days for other tiers). Material changes may trigger renegotiation rights per your enterprise agreement.

12. CONTACT

Support: support@prduct.com (priority queue)

Billing: billing@prduct.com

Legal: legal@prduct.com