

## Service Level Monitor Support

To make sure you as a customer know what to expect from us, we work with something called an SLA – Service Level Agreement. It's simply our agreed-upon times for how quickly we respond and how quickly we aim to resolve different types of cases.

We assess each case based on how much it impacts your operations and what type of question it is. If the issue, for example, stops your production, we prioritize it immediately, while issues with less impact receive a lower priority.

When you submit a case, the SLA begins immediately and it is only paused if we are waiting for your response. This ensures fair and transparent case handling.

Do you want to learn more about our SLA and see our response times in a matrix? (Link to info below)

### What is SLA?

**Service Level Agreement (SLA)** describes the **expected response times and handling times** a customer can rely on when contacting Monitor Support. The SLA ensures that the customer knows when they can expect feedback and how we prioritize different types of cases.

### When does the SLA start?

The SLA time begins to count:

- when a case **arrives via email** in our inbox, or
- when we **register a case** during a phone call.

The only time the SLA is paused is when we are waiting for the customer's reply – in these situations the case is placed *at customer*.

### How we prioritize your case

To ensure that cases are handled quickly and fairly, each case is classified based on:

#### 1. How severe the issue is (Priority)

There are four levels:

- **Emergency / Critical** – the system is down, production has stopped, impossible to deliver or invoice.
- **High** – important functions do not work.
- **Moderate / Medium** – common questions or problems; vital functions work but with complications.
- **Low** – questions that do not affect daily work.

#### 2. Type of case

- **Knowledge case** – questions that can be answered quickly.
- **Investigation case** – requires deeper troubleshooting.
- **Development issue** – may require actions from the development team.

The following matrix explains how the handling time is affected by these parameters.

**Note!** This is a general agreement; your company might have one that differs.

	<b>Knowledge case</b>		<b>Investigation Case</b>	<b>Development Case</b>
<b>Priority</b>	<b>Maximum initial response time</b>	<b>Maximum solution Time</b>	<b>Maximum identification time</b>	<b>Maximum Solution time</b>
Critical	4 hours (during working hours).	1 working day	1 working day	3 Working days
High	1 working day	2 working days	5 working days	30 Working days
Moderate	1 working day	3 working days	30 working days	60 working days
Low	1 working day	5 working days	6 months or no action	6 months or no action