

# Service Level Agreement

CrisisConnect Limited commitments on platform availability, support response times, and incident management

CrisisConnect Limited · Company No: 17210373 · May 2026

## Scope

This SLA applies to all customers with an active CrisisConnect subscription. It forms part of the Customer Subscription Agreement.

## 1. Platform Availability

Metric	Definition
Target uptime	99.0% per calendar month
Measurement	Total minutes minus downtime minutes, divided by total minutes, times 100
Scheduled maintenance	Excluded from uptime calculation. Notified no less than 48 hours in advance where possible.
Unplanned downtime	Any unplanned unavailability lasting more than 5 consecutive minutes.
Status page	Platform status and incident history: <a href="https://status.crisisconnect.uk">status.crisisconnect.uk</a>

## 2. Support

### 2.1 Contact

- Email: [support@crisisconnect.uk](mailto:support@crisisconnect.uk)
- For urgent issues: include "URGENT" in the subject line

### 2.2 Support hours

Monday to Friday, 09:00 to 17:00 GMT/BST, excluding UK public holidays.

### 2.3 Response times

Severity	Response commitment
Critical — platform unavailable	Initial response within 2 hours. Hourly updates until resolved.
High — major feature unavailable	Initial response within 4 hours. Updates every 4 hours.

<b>Medium — feature impaired, workaround exists</b>	Initial response within 1 working day. Resolution target 5 days.
<b>Low — general enquiry or minor issue</b>	Response within 2 working days.

### 3. Incident Management

---

**3.1** For incidents affecting platform availability or data integrity we will:

- Acknowledge the incident within the response time for the applicable severity level
- Provide regular updates throughout the incident
- Post a status update at [status.crisisconnect.uk](https://status.crisisconnect.uk) within 1 hour of identifying a major incident
- Provide a post-incident summary for Critical and High severity incidents within 5 working days

### 4. Personal Data Incidents

---

**4.1** In the event of a Personal Data breach affecting your data, we will notify you within 72 hours as required by UK GDPR and the Data Processing Agreement.

### 5. Exclusions

---

The following are excluded from SLA commitments:

- Scheduled maintenance notified in advance
- Incidents caused by your actions or misuse
- Incidents caused by third-party services outside our control (Azure, Stripe, SendGrid)
- Force majeure events
- Free trial or non-paying accounts

### 6. Service Credits

---

**6.1** If we fail to meet the 99.0% uptime commitment in any calendar month (excluding exclusions above), you may request a service credit equal to 5% of your monthly fee for each full percentage point below the target, up to 25% of your monthly fee.

**6.2** Service credits must be requested within 30 days of the end of the affected month and are applied to your next invoice.

**6.3** Service credits are your sole remedy for SLA failures.

### 7. Changes to this SLA

---

We may update this SLA with 30 days' notice. Changes will not reduce the overall level of service during an active subscription term without your agreement.

---

CrisisConnect Limited · Office 7166, 58 Peregrine Road, Hainault, Ilford, Essex IG6 3SZ · Company No: 17210373