

# Service Level Agreement (SLA) for Where's My Staff

## 1. Introduction

This Service Level Agreement (SLA) is made between Where's My Staff (the "Provider") and the Client. This SLA outlines the service standards and the terms under which the Where's My Staff platform is provided to the Client. The goal is to ensure the efficient and reliable use of the Where's My Staff service for tracking, managing, and optimizing the Client's workforce.

## 2. Service Description

Where's My Staff provides a Software as a Service (SaaS) solution enabling real-time location tracking, attendance management, and comprehensive reporting for workforce management. The service includes access to the Where's My Staff mobile application, web platform, and customer support.

## 3. Service Availability

- Uptime Guarantee: Where's My Staff guarantees a 99.5% service uptime, excluding scheduled maintenance periods.
- Maintenance Window: Scheduled maintenance will be communicated to the Client at least 48 hours in advance and will be conducted during off-peak hours to minimize disruption.

## 4. Service Performance Metrics

- Location Tracking Accuracy: 95% accuracy for real-time location tracking.
- Response Time: Web and mobile platforms will load within 3 seconds under standard conditions.
- Customer Support Response: Initial response within 1 business hour for critical issues and within 4 business hours for non-critical issues.

## 5. Client Responsibilities

- Ensure that all users have compatible devices and internet access for using Where's My Staff.
- Provide accurate information and cooperation to Where's My Staff for any service-related issues.
- Comply with all terms of use and acceptable use policies as outlined by Where's My Staff.

## **6. Support and Maintenance**

- Where's My Staff will provide support services through email, phone, and live chat from 9:00 AM to 5:00 PM (GMT+3), Sunday to Friday.
- Emergency support for critical issues is available 24/7.

## **7. Service Credits**

- Clients are eligible for service credits if Where's My Staff fails to meet the guaranteed service uptime. For every 0.5% below the guaranteed level, clients will receive a 5% credit on their next monthly bill.

## **8. Limitations and Exclusions**

- This SLA does not apply to any service interruptions caused by:
  - Client's own network issues.
  - Force majeure events.
  - Actions or inactions of the client or third parties.
  - Scheduled maintenance and emergency maintenance.

## **9. SLA Review and Amendment**

- This SLA will be reviewed annually and may be amended in mutual agreement between Where's My Staff and the Client.

## 10. Termination

- Failure to meet SLA terms will not constitute a breach of contract but will trigger the service credit mechanism.

## 11. Governing Law

- This SLA and its interpretation will be governed by the laws of the jurisdiction in which the Provider is registered.