

# **SUPPORT & MAINTENANCE SERVICE LEVEL AGREEMENT (SLA)**

This Support & Maintenance Service Level Agreement ("SLA") forms an integral part of and is incorporated by reference into any Master Service Agreement (MSA), proposal, quotation, Statement of Work (SOW), or other service agreement (collectively, the "Principal Agreement") entered into between:

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**Sigosoft Private Limited**, a company incorporated under the Companies Act, 2013, having its registered office in Kerala, India (hereinafter referred to as "Sigosoft" or the "Service Provider"),

AND

**The Client**, being any individual or legal entity engaging Sigosoft for software development, hosting, maintenance, or support services (hereinafter referred to as the "Client").

Sigosoft and the Client may be referred to individually as a "Party" and collectively as the "Parties".

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## **1. PURPOSE**

This SLA defines the scope, quality, availability, response times, resolution targets, escalation procedures, and responsibilities relating to support and maintenance services provided by Sigosoft for software applications, platforms, systems, or infrastructure developed, maintained, or supported by Sigosoft.

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## **2. SCOPE OF SERVICES**

**Subject to the applicable support plan selected by the Client, Sigosoft shall provide:**

### **A. Corrective Maintenance**

- Diagnosis and resolution of software defects, bugs, or errors
- Restoration of functionality impacted by supported defects

### **B. Adaptive Maintenance**

- Compatibility updates with supported operating systems, browsers, or frameworks
- Minor configuration changes required due to third-party dependency updates

### **C. Preventive Maintenance**

- Performance monitoring and optimization
- Log reviews and system health checks
- Security patching (excluding major version upgrades unless agreed)

### **C. Support Services**

- Incident management
- Technical assistance
- Clarification of system functionality

## 3. SERVICE HOURS

Unless otherwise agreed in writing:

- **Standard Support Hours:** Monday to Friday, 9:00 AM to 6:00 PM IST (excluding public holidays)
- **Extended / 24x7 Support:** Available only under a separately agreed premium support plan

## 4. INCIDENT SEVERITY CLASSIFICATION

Severity Level	Description
Severity 1 (Critical)	Complete system outage, data loss, security breach, or production environment unusable
Severity 2 (High)	Major functionality impacted, no workaround available
Severity 3 (Medium)	Partial functionality impacted, workaround available
Severity 4 (Low)	Minor issue, cosmetic defect, or informational request

## 5. RESPONSE & RESOLUTION TARGETS

Severity	Initial Response Time	Target Resolution Time
Severity 1	Within 1 hour	Within 8 hours
Severity 2	Within 4 hours	Within 24 hours
Severity 3	Within 1 business day	Within 3 business days
Severity 4	Within 2 business days	As mutually agreed

Resolution times are targets, not guarantees, and may vary based on complexity and external dependencies.

## 6. SUPPORT REQUEST PROCEDURE

- All support requests must be raised via designated channels (email, ticketing system, or support portal).
- Each request shall include sufficient information to enable diagnosis.
- Sigosoft shall acknowledge receipt and assign a ticket reference.

## 7. ESCALATION MATRIX

If an issue is not resolved within the target timeline, escalation may occur as follows:

- **Level 1:** Support Engineer
- **Level 2:** Technical Lead / Project Manager
- **Level 3:** Delivery Manager / Senior Management

Escalation contact details shall be shared separately.

## 8. CLIENT RESPONSIBILITIES

The Client shall:

- Provide accurate issue descriptions and timely responses;
- Ensure authorized access to systems and environments;
- Maintain backups unless explicitly managed by Sigosoft;
- Use supported versions of software and infrastructure;
- Ensure compliance with applicable laws and licenses.

## 9. EXCLUSIONS

Unless explicitly included in the support plan, the following are excluded:

- New feature development or enhancements
- Major version upgrades or technology migrations
- Third-party service outages or failures
- Issues caused by unauthorized modifications
- Hardware, network, or ISP-related issues

## 10. CHANGE MANAGEMENT

Any request outside the scope of this SLA shall be treated as a change request and may be subject to additional cost, timeline, and contractual amendment.

## 11. SECURITY & DATA PROTECTION

Sigosoft shall perform support services in compliance with:

- ISO/IEC 27001-aligned ISMS controls
- Applicable data protection laws, including GDPR where applicable
- The Mutual NDA and Data Processing Agreement

## 12. SERVICE AVAILABILITY & DEPENDENCIES

Service levels are dependent on:

- Availability of third-party services and hosting providers
- Timely cooperation from the Client
- Force majeure events

Escalation contact details shall be shared separately.

## 13. SERVICE CREDITS

Where expressly agreed in the Principal Agreement, service credits may be applied for material breaches of SLA targets. Service credits shall be the sole and exclusive remedy for SLA breaches.

## 14. TERM AND TERMINATION

- This SLA shall remain in effect for the duration of the support contract.
- Either Party may terminate the SLA in accordance with the Principal Agreement.
- Outstanding fees shall remain payable upon termination.

## 15. LIMITATION OF LIABILITY

Sigosoft's liability under this SLA shall be limited in accordance with the limitation of liability provisions of the Principal Agreement.

## 16. GOVERNING LAW AND JURISDICTION

This SLA shall be governed by and construed in accordance with the laws of **India**. Courts located in **Kerala, India** shall have exclusive jurisdiction.

## 17. ACCEPTANCE

By executing the Principal Agreement or availing support services from Sigosoft, the Client agrees to be bound by this Support & Maintenance SLA.

### **Sigosoft Private Limited**

Authorized Signatory

Name : \_\_\_\_\_

Date : \_\_\_\_\_

### **Client (Controller)**

Authorized Signatory

Name : \_\_\_\_\_

Date : \_\_\_\_\_