

# Service Level Agreement (SLA) for SpecSync Enterprise Support

Service Level Agreement for SpecSync Enterprise Support ("SLA") is a legal agreement between you (either an individual or a single entity) and Spec Solutions ("Service Provider"), for the software product SpecSync ("SOFTWARE PRODUCT"). The SOFTWARE PRODUCT refers to both of "SpecSync for Azure DevOps" and "SpecSync for Jira" versions.

By installing, copying, or otherwise using the SOFTWARE PRODUCT, you agree to be bound by the terms of the End-User License Agreement for SpecSync ("EULA"). The "EULA" can be downloaded from <https://www.specsolutions.eu/media/specsync/EULA-SpecSync.pdf>. This agreement extends the "EULA" and describes the support services provided for SpecSync Enterprise subscribers.

## 1 GOALS & OBJECTIVES

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The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to you by the Service Provider.

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider and you.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

## 2 LIMITATIONS

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This agreement is valid and can be applied only if all the following conditions are satisfied.

- You must be a valid SpecSync Enterprise subscriber.
- The usage of the SOFTWARE PRODUCT must comply to the conditions of subscription you hold.
- The subscription must be active (not expired) at the time when the support request is submitted.

## 3 SERVICE AGREEMENT

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The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 3.1 SERVICE SCOPE

The following Services are covered by this Agreement:

- Monitored email support

- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs apply)

### 3.2 CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Present the SOFTWARE PRODUCT subscription support code required to obtain the services described in this Agreement and prove the ownership of the subscription if the subscription was not registered directly to you.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

### 3.3 SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.

### 3.4 SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

## 4 SERVICE MANAGEMENT

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 4.1 SERVICE AVAILABILITY

Coverage and guaranteed response parameters specific to the service(s) covered in this Agreement are as follows:

- Email support:
  - Response guaranteed within 48 hours during the business week
  - Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday (CET)
  - Emails received outside of office hours will be collected, however, no action can be guaranteed until the next working day
- Remote assistance guaranteed within 96 hours during the business week