

Declarative Technologies – Service Level Agreement (SLA)

(Last updated: 24 July 2025 – v1.0)

This SLA outlines the specific performance metrics, response times, and support entitlements that accompany each Declarative Technologies subscription tier. It is Incorporated by reference into the Master Service Agreement (MSA). All defined terms in the MSA carry the same meaning here.

1. Service Availability

Declarative Technologies commits to a monthly System Uptime target of 99.% for DeclarativeOS update repositories and remote management endpoints, measured over each calendar month. "Systems Update" excludes periods of scheduled maintenance (notified at least 48 hours in advance) and force majeure events.

2. Support Response & Resolution Targets

Severity	Description	Response Target	Resolution / Workaround
Sev 1 – Critical	Production system down or major business impact	2 hours (24x7)	Best effort until service restored; status up
Sev 2 – High	Significant loss of service or degraded performance	4 hours (Business hours)	Workaround within 8 hours or progress update
Sev 3 – Medium	Non-critical functionality impaired	1 business day	Fix or next scheduled release
Sev 4 – Low	Cosmetic issues or information requests	3 business days	Next scheduled release / documentation

- Business hours: 09:00-17:00 AEST, Monday-Friday. Excluding NSW public holidays

3. Monthly Support Entitlements

Subscription Tier	Remote Support Included	Emergency Support Bucket (per month)	SLA Response Target
Trial	Basic e-mail Q&A	–	Best effort
Base	Unlimited e-mail	+ 1 hour (1 h total)	72 hours
Standard	Up to 2 h / month	+ 2 hours (3 h total)	24 hours
Business **	Up to 4 h/ month	+ 3 hours (6 h total)	12 hours
Enterprise **	Fair-use	+ 4 hours (10 h total)	4 hours

Unused support hours expire at 23:59 AEST on the last calendar day of each month and do not roll over.

** Business and Enterprise tiers are launching in a future release; current customers may register expressions of interest.

4. Service Credits

If the System Uptime falls below 99.9% in any calendar month, affected subscribers may request a service credit equal to 5% of the monthly subscription fee for each full 0.1% below this target, capped at 50% of that month's fee. Credits are applied to the next invoice and are the sole remedy for service-availability breaches.

5. Exclusions

- Issues caused by factors outside Declarative Technologies' reasonable control (e.g. internet backbone failures, DDoS attacks, natural disasters).
- Client-side misconfiguration, hardware failures, or unauthorized modifications.
- Scheduled maintenance with at least 48-hour notice, not exceeding 2 hours per week
- Out-of-Subscription customers (see MSA §4) do not receive SLA credits.

6. Escalation Path

If you believe we have missed an SLA target, escalate by e-mailing support@dectech.au with the ticket reference. A senior engineer will respond within one business day.