

# TechByte IT Solutions (TBITS) - Service Level Agreement (SLA) Target Policy

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## 1. Introduction

This Service Level Agreement (SLA) Target Policy sets out the service performance standards and targets that TechByte IT Solutions (hereinafter referred to as "TBITS") commits to deliver to its clients. This policy forms part of the contractual agreement between TBITS and its clients and is governed by UK law, including but not limited to the Consumer Rights Act 2015, the Supply of Goods and Services Act 1982 (as amended), and the General Data Protection Regulation (UK GDPR).

## 2. Purpose

The purpose of this policy is to clearly define the measurable service targets TBITS aims to achieve to ensure consistent, reliable, and high-quality IT consultancy services, thereby supporting client satisfaction and compliance with applicable UK legislation.

## 3. Scope

This policy applies to all IT consultancy services provided by TBITS to its clients, including but not limited to technical support, systems maintenance, software development, and infrastructure management.

## 4. Reporting and Monitoring

TBITS will provide clients with monthly service performance reports, including uptime statistics, incident logs, and response and resolution metrics. TBITS will monitor services continuously to proactively identify and address issues.

## 5. Client Responsibilities

- i. To enable TBITS to meet the SLA targets, clients must:  
Provide timely and accurate information relating to incidents.
- ii. Ensure appropriate access to systems and infrastructure as agreed.
- iii. Maintain any third-party licences or hardware required for service delivery.

## 6. Exceptions and Limitations

SLA targets do not apply in cases of:

- i. Force majeure events (e.g., natural disasters, government actions).
- ii. Client-caused issues, including misuse or unauthorised modifications.
- iii. Third-party service failures outside TBITS's control.

## 7. SLA Targets

Service Area	Service Level	Target Response Time	Target Resolution Time
Service Availability	N/A	99.5% uptime per calendar month	N/A
Incident Response			
	Platinum Support Session	Within 30 minutes	Within 8 hours
	Gold Support Session	Within 1 hour	Within 2 business days
	Silver Support Session	Within 2 hours	Within 5 business days
	Ad-hoc Support Session	Within 1 business day	Within 10 business days
Scheduled Maintenance	N/A	Notification at least 5 business days in advance	Conducted outside core business hours where possible

## 8. Remedies and Escalation

If TBITS fails to meet the SLA targets, clients may request escalation through the TBITS support management process. TBITS will work collaboratively with clients to resolve issues and minimise impact. Specific remedies, including service credits or compensation, will be detailed in the individual client contract.

## 9. Review and Amendments

This SLA Target Policy will be reviewed annually or as required to reflect changes in services, technology, or legal requirements. Any amendments will be communicated to clients with at least 30 days' notice.

## 10. Governing Law

This policy and any agreements related to it are governed by and construed in accordance with the laws of England and Wales.