



**Wedding Tool Pro**  
**Service Level Agreement (SLA)**  
by  
**M.F. WEBPROJECT LTD**

## 1 Agreement Overview

**M.F. WEBPROJECT LTD** (defined as “**Service Provider**”) is a company providing web services & solution development software for all sizes of business. **Wedding Tool Pro** (defined as the “**Tool**”) is the name of the software platform available for all wedding planners and wedding agencies over the world as it makes it easier for them to organize weddings and events associated.

This Agreement represents a **Service Level Agreement** (“**SLA**” or “**Agreement**”) between the *Customer* and **M.F. WEBPROJECT LTD** for the provisioning of IT services required to support and sustain **Wedding Tool Pro**.

This *Agreement* remains valid until the expiry date of the licence regarding the use of the *Tool* purchased by the *Customer* on the Service Provider website <https://www.wedding-tool.com>.

This *Agreement* outlines the parameters of support of the *Tool* as they are mutually understood by the primary stakeholders. This *Agreement* does not supersede current processes and procedures unless explicitly stated herein.

## 2 Goal & Objective

The **purpose** of this *Agreement* is to ensure that the proper elements and commitments are in place to provide consistent support of the *Tool* by the *Service Provider* to the *Customer*.

The **goal** of this *Agreement* is to obtain mutual *Agreement* for the provision of the support service between the *Service Provider* and the *Customer*.

The **objective** of this *Agreement* is to match perceptions of expected service provision with actual service support.

### 3 Service Agreement

The following detailed services of support parameters are the responsibility of the *Service Provider* in the support of the *Tool*:

- Monitored support regarding the requests received by the account of the *Customer* into the support form included on the *Tool*.
- Monitored email support regarding the requests received by the email address used by the *Customer* as account registered on the *Tool*.
- Monthly system health check on the *Tool*.

The cost of the support provided by the *Service Provider* is included and defined as part integrated of the licence currently used by the *Customer* and the support will cease on the expiry date of the licence.

*Customer* responsibilities and requirements in support of this *Agreement* include the reasonable availability of customer representatives when resolving a service related incident or request.

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

- Meeting response times associated with service related incidents.
- Appropriate notification to the *Customer* for all scheduled maintenance.

Any change to this *Agreement* will be communicated and documented to all stakeholders.

### 4 Service Management

Effective support of the *tool* is a result of maintaining consistent service levels. The following section provides relevant details on service support availability, monitoring of in-scope services and related components.

#### 4.1 Service support Availability

Coverage parameters specific to the support of the *Tool* covered in this *Agreement* are as follows:

- Support form (included on the *Tool*) and Email support:
  - Monitored 11:00 A.M. to 7:00 P.M. (UK Time zone) Monday – Friday
  - Monitored High priority requests:  
11:00 A.M. to 1:30 P.M. (UK Time zone) on Saturday
  - Monitored High priority requests:  
11.30 A.M. to 1:00 P.M. (UK Time zone) on Sunday
  - Emails and requests received out of office hours will be processed as soon as possible, however no action can be guaranteed until the next working day.

In support of services outlined in this *Agreement*, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-3 hours (during business hours) for issues classified as **High** priority by the *Service Provider*.
- Within 24 hours for issues classified as **Medium** priority by the *Service Provider*.
- Within 2 working days for issues classified as **Low** priority by the *Service Provider*.