

# Smarter Drafter Pro Service Level Agreement (SLA): Published 17<sup>th</sup> January 2025

## 1 Introduction

This Service Level Agreement (SLA) is a contractual agreement between Tensis Group Pty Ltd and its Australian Smarter Drafter Pro customers, outlining the service standards and commitments associated with the use of Smarter Drafter Pro software-as-a-service (SaaS) platform available at, [smarterdrafter.com](https://smarterdrafter.com), [smarterdrafter.com.au](https://smarterdrafter.com.au) and [smarterdrafter.co.uk](https://smarterdrafter.co.uk). The purpose of this SLA is to define the levels of support and responsiveness Smarter Drafter Pro customers can expect. The SLA ensures that Tensis maintains a high level of service and responsiveness to meet our customers' varying needs.

## 2 Service Delivery

Support service delivery for Smarter Drafter Pro is provided through two distinct models, depending on the method of purchase:

### 2.1 Direct Sales Support

For customers who purchase Smarter Drafter directly, support services are provided by Smarter Drafter in accordance with this SLA.

- **Primary Contact:** Tensis will act as the primary support provider for all Smarter Drafter Pro issues, inquiries, and requests.
- **Response and Resolution:** All support requests will be handled in compliance with the response and resolution times set forth in this SLA.
- **Escalation:** Tensis maintains an internal escalation process to address complex or critical Smarter Drafter Pro issues as required.

### 2.2 Partner-Led Support

For customers who purchase Smarter Drafter Pro through a certified partner, the partner is responsible for delivering first-line support, with escalation to Tensis as necessary.

- **Primary Contact:** The certified partner is the initial point of contact for all support-related Smarter Drafter Pro matters.
- **Escalation Procedures:** The partner will escalate unresolved or complex issues to Tensis in accordance with the agreed escalation pathways.
- **Partner Enablement:** Tensis provides certified partners with support tools, training, and resources to meet the obligations defined in their partner agreement.

Both support models are designed to ensure that Smarter Drafter Pro customers receive assistance in accordance with this SLA. The specific responsibilities of Tensis and its certified partners are detailed further in the respective agreements.

## 3 Service Commitments

### 3.1 Prioritisation

To ensure timely and efficient support, Smarter Drafter Pro issues are categorised based on their impact and urgency. Each category is defined by the severity of the issue, the number of users affected, and the extent to which critical functionality is impaired. These categories establish the framework for response and resolution times, aligning support efforts with the needs of the affected users. The following priority levels are used to classify and address reported issues:

1. **Critical Issues (P1):** Severe incidents where the product is completely unavailable or critical functionality is inaccessible, impacting all users. Example: System outage or data loss. Response times for these issues are often the fastest
2. **High-Priority Issues (P2):** Significant functionality is impacted, but a workaround might exist. Example: Major features not working as intended for multiple users. These issues typically receive a rapid response but might not require immediate resolution.
3. **Medium-Priority Issues (P3):** Product functions are impacted in a non-critical way, or the issue affects a small group of users. Example: Intermittent access problems or minor bugs. Response times are generally slower for these issues, with resolution efforts following critical issues
4. **Low-Priority Issues (P4):** Non-urgent issues that do not impact core functionality or have little user impact. Example: Feature requests, general inquiries, or cosmetic issues. These often have the slowest response times and may be resolved in future product updates

### 3.2 Response Times

Response times refer to the maximum time allowed for Smarter Drafter's support team to make initial contact with the customer after a service request or incident report is received. These response times do not indicate or guarantee the timeframe for issue resolution, which may vary depending on the complexity of the matter, required resources, and other influencing factors. Resolution times will be communicated to the customer following the initial assessment of the request.

Smarter Drafter support will always strive to acknowledge tickets as quickly as possible.

Response times

The response times for each priority level are as follows:

- **Critical Issues (P1):** Acknowledgment within 3 hours.
- **High-Priority Issues (P2):** Acknowledgment within 12 hours.
- **Medium-Priority Issues (P3):** Acknowledgment within 24 hours.
- **Low-Priority Issues (P4):** Acknowledgment within 48 hours.

These response times reflect Smarter Drafter's commitment to addressing customer concerns promptly, with prioritisation based on the severity and impact of the issue reported.

### 3.3 Maintenance and Scheduled Downtime

Planned maintenance and scheduled updates may result in temporary service interruptions. Smarter Drafter Pro will provide advance notification of any scheduled downtime to minimise disruption and manage user expectations.

Notifications will include:

- **Scheduled Time and Duration:** Details of when the maintenance will occur and the expected impact window.
- **Scope of Impact:** Information on which functionalities or services may be unavailable during the maintenance period.
- **Post-Maintenance Updates:** Confirmation when the maintenance is complete and services are restored.

These proactive measures ensure transparency and allow users to plan accordingly during scheduled maintenance windows.

### 3.4 Hours of Operation

Tensis provides support services from 9:00 AM to 5:00 PM, Monday to Friday, for all Australian customers. Our operating hours are inclusive of time zones across both the eastern and western seaboard and account for changes due to daylight saving time.

For support requests received outside of operating hours:

- **Critical Issues (P1):** Smarter Drafter will acknowledge and begin working on the issue at the earliest opportunity, prioritising efforts to minimise downtime and disruption.
- **Other Issues (P2, P3, P4):** Requests will be acknowledged at the start of the next business day and addressed in accordance with the defined response times.

Tensis is committed to minimising operational impact and ensuring timely responses, even outside standard operating hours.

### 3.5 Methods of Contact

Tensis provides the following channels for Smarter Drafter Pro customers to contact the support team:

1. **Primary Contact – Email:** Customers can submit support requests via [support@smarterdrafter.com.au](mailto:support@smarterdrafter.com.au). This is the primary and preferred method for logging tickets and ensuring they are addressed within the defined response times.
2. **Help Centre:** Customers can access the Help Centre for self-service resources, FAQs, and ticket submission. This platform offers guidance and troubleshooting materials to assist with common issues.

### 3.6 Methods of Response

The Smarter Drafter support team will respond to customer requests using the following methods, as appropriate to the nature of the inquiry:

1. Primary Response – Email: Support responses will typically be provided via email, ensuring clear documentation of the issue and proposed solutions.
2. Secondary Response – Video Call: For issues requiring detailed discussion or real-time troubleshooting, the support team may arrange a video call. This will be scheduled in coordination with the customer.

These response methods allow Tensis to effectively address customer needs while ensuring timely and transparent communication.

### **3.7 Scope of Support**

Smarter Drafter's support services are designed to address technical issues, troubleshoot software functionality, and provide general guidance on product use. However, certain matters fall outside the scope of support provided directly by Smarter Drafter.

1. General Guidance: The support team is available to offer advice and assistance on using the software within its intended functionality.
2. Training and Implementation Matters: For training, in-depth implementation, or advanced customisation requests, Smarter Drafter will refer customers to our certified reseller and consulting partners. These partners are equipped to deliver comprehensive training and tailored solutions to meet specific customer needs.

By focusing on technical support and leveraging the expertise of our partners for training and implementation, Smarter Drafter ensures that customers receive specialised assistance while maintaining a streamlined support process.

### **3.8 Third Party Application Support**

Smarter Drafter Pro integrates with Microsoft Word through a dedicated add-in and offers integration to various third-party systems. While our support team will work diligently with customers to troubleshoot and resolve issues related to these integrations, there may be instances where resolution requires input or assistance from Microsoft or the third-party provider.

In such cases, Tensis will facilitate communication and provide all necessary information to expedite the process, but the final resolution may be dependent on the external provider's response and actions. Customers will be kept informed of progress throughout the process to ensure transparency and minimise disruption.

## **4 Assurances**

### **4.1 Service availability**

We will use commercially reasonable efforts to meet an Uptime Percentage of at least 99.95% in any given calendar month. All availability calculations will be based on our system records.

### **4.2 Remedies**

As the Customer's sole and exclusive remedy for any failure to meet availability or support commitments, and in the event there are two (2) or more consecutive business days during which the Customer is unable to access a business-critical function of the application, the

Customer will be entitled to receive a credit / a prorated period of fee-less service equivalent to the daily cost of the subscription multiplied by the days the Customer is impacted, provided that the Customer makes a formal request for such a remedy within twenty (20) days of the issue being identified as a bug. That fee will be deducted from the Customer's next monthly invoice or charge.

## 5 Exclusions

The SLA and remedies do not apply to the following situations:

- Issues caused by third-party integrations not directly managed by Smarter Drafter.
- Downtime or performance issues resulting from scheduled maintenance or factors beyond Smarter Drafter's control, such as force majeure events.

## 6 Review and Amendments

This SLA is subject to periodic review and may be updated by Smarter Drafter to reflect changes in service offerings or customer feedback. Customers will be notified of any significant changes to the SLA.

By subscribing to Smarter Drafter's services, customers agree to abide by the terms and conditions outlined in this SLA.