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# Squadzy: Service Level Agreement

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## 1. Overview

This Service Level Agreement (**SLA**) sets out the support response and resolution targets that Apex Sports Technology Ltd (trading as Squadzy) commits to for partner schools. It applies in the version listed in the order form and forms part of the agreement in the order form. On service availability, support and service levels this SLA prevails over the other documents. The order form's special terms override it only if they expressly identify the provision.

Squadzy's two co-founders, Pete Friel (CTO) and Chris Lorimer (CEO), lead support and escalation and are the senior contacts for every commitment in this SLA. Targets are reviewed at least annually.

## 2. Support channel and hours

**Support channel:** support@squadzy.app. This is the single official channel, so every request is recorded.

**P1 (critical) emergencies only:** partners may also call the on-call number Squadzy gives them at onboarding. Please also email support@squadzy.app as soon as possible so there is a written record.

**Support hours:** Monday to Friday 6:00am to 10:00pm (GMT+7), and Saturday 8:00am to 4:00pm (GMT+7). There is no scheduled support on Sundays. The order form may set different hours for a school.

**Inside support hours,** the response and resolution targets in section 4 apply to every severity.

**Outside support hours,** a P1 report sent by email or phone triggers an automatic acknowledgement and an alert to the co-founders. Squadzy will respond as soon as it can, and in any case no later than the start of the next support period. The automatic acknowledgement confirms receipt only and is not a response for the purposes of section 4. Resolution time does not run outside support hours.

## 3. Severity definitions

**P1, Critical.** A complete system outage, or any issue compromising the accuracy, availability or security of safeguarding-related data (for example student pickup, contact or attendance information) or of medical or emergency contact information. No workaround exists. Affects all or most users.

**P2, High.** A major function is unavailable or severely degraded, affecting multiple users or an entire school. A limited workaround may exist, but normal operation is significantly impaired.

**P3, Medium.** An issue affecting a single user, feature or subset of functionality, where a workaround is available and normal operation continues.

**P4, Low.** Minor or cosmetic issues, general enquiries, or feature requests with no functional impact.

## 4. Response and resolution targets

| Severity | Response time | Resolution target | Applies |
|---|---|---|---|
| P1, Critical | Within 2 hours | Within 8 support hours (same day) | Support hours. Outside them, see section 2 |
| P2, High | Within 2 hours | Within 2 business days | Support hours |
| P3, Medium | Within 4 hours | Within 2-3 business days | Support hours |
| P4, Low | Within 1 business day | Within 5 business days | Support hours |

*Response time* means time to acknowledgement and triage by a person. *Resolution target* means time to a full fix or a confirmed, agreed workaround, counted in support hours. *Business day* means Monday to Friday, excluding Christmas Eve, Christmas Day, Boxing Day and New Year's Day.

## 5. Escalation path

1. **Level 1:** a request emailed to support@squadzy.app, triaged and acknowledged within the response target.
2. **Level 2:** if a P1 or P2 issue is not resolved within its target, it is escalated to senior technical leadership for direct, continuous engagement until resolved.
3. **Level 3:** for any issue unresolved within double the resolution target, both co-founders are engaged at the same time.

## 6. Data protection and security

Personal data is processed under Squadzy's Data Processing Agreement, published at squadzy.app/legal/dpa, which governs data protection, sub-processors and breach notification. Further information is on the Trust & Security page at squadzy.app/trust-security. Any incident involving personal or safeguarding-related data is handled under the DPA, in addition to section 7.

## 7. Major incident communication

For any P1 incident Squadzy will:

- respond within the response target (or, outside support hours, as set out in section 2);
- give status updates at least every 2 hours during support hours until resolved;
- provide a written post-incident summary within 2 business days, covering root cause and

preventive measures.

These communication duties also apply when the cause is a third-party provider.

## 8. Availability

Squadzy targets 99% platform availability, measured monthly and excluding scheduled maintenance. Monthly availability is reported to a partner on request. The target will be reviewed and tightened as Squadzy's infrastructure and monitoring mature (see section 10). Missing the availability target does not by itself earn a service credit; an outage is handled as a P1 or P2 incident under section 4.

## 9. Exclusions

This SLA does not cover delays or issues arising from:

- scheduled maintenance, for which Squadzy gives at least 48 hours' notice;
- events outside Squadzy's reasonable control;
- the partner school's own network, hardware or third-party systems;
- outages of third-party providers outside Squadzy's direct control (including the sign-in provider), provided Squadzy is working to restore service or offer a workaround. Such outages are excluded from service credits and resolution targets, but not from the communication duties in section 7.

## 10. Review and changes

This SLA is reviewed at least annually, and targets will be strengthened as Squadzy's operational capacity grows. Squadzy may publish a new version. A new version applies to a partner from the next renewal, or 30 days after Squadzy emails notice of a material change to the partner's contact, unless the partner objects in that time, in which case the version it signed continues for the rest of its term.

## 11. Service credits

Service credits apply to paid terms only, and to targets missed inside support hours. If Squadzy fails to meet a response or resolution target in section 4, the affected partner school may claim a credit:

- **P1 miss:** 5% of the annual fee, per incident.
- **P2 miss:** half a day's share of the annual fee (the annual fee divided by 365, then halved), per incident.

Credits are applied against the partner's next payment due, or issued as an account credit within 30 days of a valid claim, whichever is sooner. They are not paid as cash refunds. Total credits in any 12-month period will not exceed 10% of the annual fees paid by that partner.

Claims must be sent in writing to support@squadzy.app within 30 days of the incident and refer to the original request.

If a partner makes 4 or more valid P1 or P2 credit claims within any 9 months, it may end the agreement on 30 days' written notice with no early termination penalty.

Except as set out above, service credits are the sole and exclusive remedy for failing to meet

the targets in this SLA, and do not entitle the partner to further damages for the same incident, except as the order form provides.

## 12. Governing law

This SLA is governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction, unless the order form says otherwise.