



## Service Level Agreement (SLA) for Rocket Launcher

*Effective November 2022 – All clients.*

### 1. Introduction

This Service Level Agreement (SLA) outlines the terms and conditions for engaging with Rocket Launcher (hereinafter referred to as "Rocket Launcher" or "the Company"). By contracting our services, you agree to abide by the terms and guidelines set forth in this document. This Service Level Agreement is designed to act as a form of communication to ensure Rocket Launcher continues to support all of its clients professionally and providing a clear way to communicate. It also clearly outlines our expectation of communication in return.

### 2. Contracting Rocket Launcher

2.1 Contact Methods: To contract Rocket Launcher, clients are required to use official communication channels, including **phone** and **email**, as provided by the Company. **Personal social accounts should not** be used for business-related communication unless explicitly authorized in writing.

2.2 Personal Relationships: In the event that clients or stakeholders have a personal relationship with the Director/Founder, employees, or contractors of Rocket Launcher, it is essential to maintain a clear distinction between personal and business communication. All formal business matters should be addressed through the designated communication channels provided by Rocket Launcher.

### 3. Technical Support

For technical support inquiries, clients may contact Rocket Launcher through the following methods:

3.1 Online Support Request Form: For non-urgent technical support requests, please fill out our online support request form available on our website at:

<https://www.rocketlauncher.com.au/supportrequests>.

Our technical support team will respond promptly to your inquiry (based on priority).

3.2 Emergency Support: In the case of emergencies or critical technical issues requiring immediate attention, clients should submit the above support request and then send a text message to 0449 922 284. Please note you will only be contacted if the request is considered an urgent/emergency. All other requests will only be worked on in normal business hours.

### 4. Service Level Commitments

Rocket Launcher is committed to providing the highest level of service. The following service level commitments apply:

4.1 Response Times: Rocket Launcher aims to acknowledge non-emergency support requests within [insert response time] during regular business hours (Monday to Friday, [insert business hours]). Emergency support requests will be addressed immediately upon receipt.



4.2 Resolution Times: The time required to resolve technical issues may vary based on complexity and severity. Rocket Launcher will provide an estimated resolution time upon reviewing the support request.

## **5. Service Exclusions**

This SLA does not cover the following:

5.1 Issues Resulting from Client Actions: Rocket Launcher is not responsible for technical issues resulting from client actions, including but not limited to unauthorized modifications, third-party integrations, or misconfiguration.

5.2 Third-Party Products and Services: Rocket Launcher is not responsible for the performance, availability, or support of third-party products or services used in conjunction with our services.

## **6. Modification of SLA**

Rocket Launcher reserves the right to modify this SLA at any time. Clients will be notified of any changes, and the updated SLA will be effective [insert notice period] days after notification.

## **7. Opening Hours and Weekend Support**

Rocket Launcher's regular business hours are from Monday to Friday and closed on weekends (including closure on all Public Holidays). During opening hours, our technical support team is available to assist you with support requests. Support requests are categorised based on urgency and contact will be made upon Rocket Launchers urgency status.

### **7.1 Weekend Support:**

Rocket Launcher offers limited support during weekends (Saturday and Sunday). Support is based on urgency only. Only in extreme urgent cases (like server loss and downtime) will Rocket Launcher rectify work over a weekend. During these hours, clients may contact our technical support team for urgent technical issues only.

Please note that non-urgent support requests made during weekend hours may not receive an immediate response but will be addressed as soon as possible during the next business day.

For non-urgent inquiries or support requests made outside of our regular business hours and weekend support hours, please use our online support request form as mentioned in Section 3.1.

Rocket Launcher reserves the right to adjust opening hours and weekend support hours as necessary, and any changes will be communicated to clients in advance.

## **8. Cost Associated with Technical Issues**

Rocket Launcher is committed to providing technical support for the services we offer. However, it's important to note that not all technical issues are within our direct control, as they may be related to third-party services such as web hosting providers or technology providers. In such cases, the resolution time for technical issues may vary.

8.1 Identification of Responsibility: Rocket Launcher will assess and determine whether the technical issue is attributable to our services or a third-party service provider. If the issue is deemed to be the result of a third-party service provider, we will promptly inform the client.

8.2 Cost Implications: If a technical issue is identified as not being attributable to Rocket Launcher and is caused by a third-party service provider, any additional support time or costs associated with resolving the issue may be the responsibility of the client. These costs may include but are not limited to consulting fees, third-party service fees, or additional support hours beyond the scope of the current package your business pays for (if any).

8.3 Communication: Rocket Launcher is committed to open and transparent communication. In the event that there are associated support costs for technical issues not attributable to Rocket Launcher, we will promptly communicate these costs to the client before proceeding with any additional support services. Clients will have the option to approve or decline incurring such costs.

8.4 Client Consent: By contracting Rocket Launcher's services, clients acknowledge and accept that not all technical issues are the result of Rocket Launcher's actions or services. In cases where additional costs may arise from third-party-related issues, clients will be informed and required to provide consent before incurring any such costs and before we begin any technical support if there is a cost attached to the service.

Rocket Launcher aims to minimize any costs associated with third-party-related technical issues and will work diligently to resolve them efficiently. However, we cannot guarantee immediate resolution for issues beyond our direct control.

## 9. Contact Information

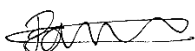
For any questions, concerns, or additional information regarding this SLA, please contact Rocket Launcher at:

Email: [justin@rocketlauncher.com.au](mailto:justin@rocketlauncher.com.au)

Phone: 0449 922 284 [Within business hours only]

By contracting Rocket Launcher's services, you acknowledge that you have read, understood, and agreed to the terms and conditions outlined in this SLA.

**Signed on behalf of Rocket Launcher:**

A handwritten signature in black ink, appearing to read "Justin Barnes".

Justin Barnes

[Director/Founder, Rocket Launcher]

07/11/2023