



Service Level Agreement (SLA)

Prepared by: **Haven, A Division of Shout Media Inc.**

Last Updated Date: May 29, 2025

This Service Level Agreement ("SLA") is an appendix to the Master Services Agreement (MSA) between Haven, A Division of Shout Media Inc. ("Provider"), and [Customer Name] ("Customer"), effective as of the date outlined in the MSA.

Support and Response Times

Support hours: 9 AM - 5 PM EST, Monday to Friday (excluding statutory holidays).

Initial response to support tickets within 4 business hours.

Urgent issues (platform unavailable): initial response within 2 business hours.

Maintenance Windows

Scheduled maintenance to occur outside regular business hours.

Customers will receive notifications at least 48 hours in advance.

Exclusions

This SLA does not cover downtime due to:

- Customer negligence or misuse.
- Issues arising from third-party services outside Haven's control.
- Force majeure events.

Reporting

Monthly reports on service availability and SLA adherence will be provided upon request.

Review and Adjustments

This SLA may be reviewed annually and adjusted as mutually agreed by both parties.

This Service Level Agreement is incorporated by reference into the Haven Proposal and forms part of the overall agreement between the parties. No separate signature is required; acceptance is confirmed through execution of the Proposal.

For any questions, please contact:

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