



Airspeed Customer Support

Service Level Agreement (SLA)

1. Introduction

This Service Level Agreement (SLA) sets forth the guidelines and procedures for Airspeed's support response times. The primary objective of this SLA is to ensure that we deliver timely and quality customer service to our valued clients.

2. Support Ticket Creation & Notification

Support Tickets can be created through any of the following methods:

- The Gleep chat, present on product pages on the Airspeed website
- Sending an email to support@getairspeed.com
- Interacting with the Hubspot Chatbot on Getairspeed.com

Once a support ticket is received, our Customer Service Manager (CSM) will acknowledge it and communicate with the client about the next steps. The CSM will assign a priority to the ticket based on the following schedule below.

3. Ticket Priority Levels & Response Times

High - Severity Level 1:

Functionality of the product is broken, preventing users from accessing or using parts of the product.

- Response Time: Within 4 business hours
- Resolution Time: Within 3 business days

Medium - Severity Level 2:

Functionality is broken but a workaround is available, though not ideal.

- Response Time: Within 8 business hours
- Resolution Time: Within 5 business days

Low - Severity Level 3:

Request for improvement or addition of functionality or features.

- Response Time: Within 24 business hours
- Resolution Time: To be determined based on the request

4. Communication with the Customer

Support tickets related to an active issue will not be closed until the customer or an engineer confirms resolution. After confirmation, the CSM will reach out to the customer and set the ticket status to "Closed".

If there is no communication from the customer within three business days following resolution, the CSM reserves the right to close the ticket.

5. Agreement

This SLA ensures that we are committed to providing excellent service to all of our clients. We appreciate your understanding and adherence to this agreement, and we look forward to serving you. Please note that this SLA is subject to change without notice, but we will strive to communicate any changes in a timely manner.