

Service Level Agreement (SLA)

Overview

Iqra Technology is committed to delivering reliable, responsive, and transparent IT and technology support services to all clients. This Service Level Agreement (SLA) outlines the service standards, response times, and escalation procedures that govern our client support operations. Our goal is to maintain business continuity and minimize service disruptions by providing timely communication, effective problem resolution, and measurable service performance across all engagements.

Scope of SLA Coverage

This SLA applies to support and maintenance services provided by Iqra Technology to clients under active service agreements or contracts. It covers response times, progress updates, and resolution targets based on the severity of reported issues. This SLA does not apply to delays caused by third-party software or vendor dependencies, client infrastructure or connectivity issues, scheduled maintenance, or force majeure events. It also excludes time spent obtaining clarifications or approvals from clients

Severity Levels and Response Commitments

Severity Level	Description	Initial Response	Progress Updates	Resolution Target
S1 – Emergency	Major system or component failure with critical business impact; no workaround available.	Immediate	Every 1 Hour	4 Hours
S2 – High	Significant business impact; no workaround or manual process available.	2 Hours	Every 3 Hours	1 Business Day
S3 – Medium	Partial malfunction with available workaround; limited operational impact.	8 Hours	Every 1 Business Day	3 Business Days
S4 – Low	Enhancements, minor customizations, or new reports/alerts/workflows.	1 Business Day	Every 3 Business Days	2–7 Business Days (based on complexity)

After-Hours Coverage

During non-business hours, only Severity 1 (Emergency) issues are supported. All other issues will be addressed on the next business day. Clients can reach support personnel directly through the emergency contact number provided for immediate assistance.

Exclusions from Resolution Time

Resolution timelines exclude delays caused by third-party vendors, lack of infrastructure, network issues, or unavailability of required access. Time spent obtaining clarifications or user acceptance is also excluded.

Issue Prioritization

If multiple issues within the same functional or technical area are reported simultaneously, the client's representative will prioritize them in writing. If multiple issues share the same severity, priorities will be jointly reassessed to ensure critical issues are addressed first.

Applicability

Severity levels and timelines defined herein apply to support and maintenance tasks. For new projects, development, or customization requests, timelines will be estimated separately based on project scope and effort.

Modifications to This SLA

Iqra Technology reserves the right to modify this SLA at any time. Clients will be notified of changes via email or through a notice on our website. Continued use of Iqra Technology's services following any modification constitutes acceptance of the revised terms.