

Appendix 1 – Service Level Agreement (SLA)

1. Service Availability & Uptime

Item	Target
Smart Classroom solution Network & LMS Availability	≥ 99.5% annually
Hub Site Downtime	≤ 4 hours/month
Spoke Site Downtime	≤ 8 hours/month
Smart Classrooms Availability	≥ 98%
LMS Platform Uptime	≥ 99%

2. Support Response & Resolution Time

Severity	Issue Type	Response Time	Resolution Time
Critical (P1)	Hub down / LMS unavailable	≤ 2 hrs	≤ 8 hrs (remote), 24 hrs (onsite)
High (P2)	Spoke failure / Smart class issue	≤ 4 hrs	≤ 1 day (remote), 2 days (onsite)
Medium (P3)	Device/LMS module issue	≤ 8 hrs	≤ 2 business days
Low (P4)	Minor configuration issue	≤ 1 day	≤ 3 business days

3. Escalation Procedure

Scenario	Response Time	Escalation Contact
Routine Maintenance	Scheduled	N/A
Additional Request	≤ 24 hrs	To be defined
Critical Issue	4–6 hrs	Senior Management

Note: **Planned Maintenance:** Shall be scheduled outside teaching hours and must not interrupt scheduled training sessions unless prior written approval is obtained from the British Council.