



HRLocker Service Level Agreement (SLA)

This HRLocker Service Level Agreement ("SLA") accompanies the HRLocker Terms and Conditions (available at <https://www.hrlocker.com/hr-software/terms-and-conditions-of-use/>). Capitalized terms used in this SLA that are not defined herein have the meanings given to them in the Agreement.

1. Target Availability

HRLocker will use commercially reasonable efforts to make each HRLocker service available with an uptime of **99.8%** of each calendar month.

2. Exclusions

The calculation of uptime will not include unavailability due to:

- (a) Use of the service by the customer in a manner not authorized in this Agreement or the applicable documentation.
- (b) General Internet problems, force majeure events, or other factors outside of HRLocker's reasonable control.
- (c) Customer's equipment, software, network connections, or other infrastructure.
- (d) Third-party systems, acts, or omissions.
- (e) Scheduled maintenance or reasonable emergency maintenance.

3. Scheduled Maintenance

"Scheduled Maintenance" means HRLocker's scheduled routine maintenance of the services for which HRLocker notifies customers at least **twenty-four (24) hours** in advance.

4. Remedy for Failure to Meet Target Availability

If there is a verified failure of a service to meet the **Target Availability in two (2) consecutive months**, the customer may terminate the applicable subscription term by sending written notice of termination within **thirty (30) days** after the end of the second such month. In this case, HRLocker will refund any fees the customer has prepaid for use of such service for the terminated portion of the applicable subscription term. This termination and refund right is the customer's sole and exclusive remedy, and HRLocker's sole and exclusive liability, for failing to meet the target availability.

5. Customer Support

HRLocker offers a **tiered support system** to address customer needs efficiently, providing coverage during business hours (**9:00 – 17:30 GMT**).

Support Tiers

Tier	Function	Support Methodology	Staffing Needs
Tier 0	Self-help and user-retrieved information	Customers access the HRLocker Knowledge Base or tutorial videos directly within the application.	Requires technical and marketing resources to create, maintain, and update product information.
Tier 1	Basic help desk resolution and service desk delivery (SLA – Answered within 1 hour)	Handles basic customer issues such as resolving user problems and fulfilling service desk requests. Escalates incidents to Tier 2 if no solution is available.	Lower-level technical personnel trained to solve known problems and fulfil requests using defined scripts.
Tier 2	In-depth technical support	Experienced technicians handle escalated issues requiring advanced troubleshooting. If unresolved, incidents escalate to Tier 3.	Support personnel with deep product knowledge but not necessarily engineers or product designers.
Tier 3	Expert product and service support	Specialists (e.g., architects or engineers) resolve complex issues, define root causes, and create fixes. These fixes are documented for Tier 1 and Tier 2 use.	Highly skilled product specialists, including system creators and engineers.

Support Channels

1. **Knowledge Base:** <https://knowledgebase.hrlocker.com/knowledge>
2. **Live Support Chat Bubble:** Available for administrators in the bottom-right corner of the HRLocker page.
3. **Email:** support@hrlocker.com
4. **Phone Support:**
 - Ireland: +353 1 443 4132
 - UK: +44 20 812 34754 / +44 28 958 11057
5. **YouTube Channel:**
 - Tutorials: [YouTube Tutorials](#)
 - Webinars: [YouTube Webinars](#)

6. Response and Resolution Times

HRLocker aims to resolve issues based on their severity level:

Priority Level	Initial Response Time	Resolution Time
Critical	Within 1 hour	Within 4 hours
High	Within 4 hours	Within 1 business day
Medium	Within 1 business day	Within 3 business days
Low	Within 2 business days	Within 5 business days

7. Performance Monitoring and Reporting

HRLocker actively monitors system health and performance to ensure compliance with this SLA. Customers may request quarterly performance reports that summarize uptime, response times, and issue resolution metrics.

8. Proactive Issue Management

HRLocker employs proactive monitoring and automated alerting to detect and resolve potential issues before they impact customers.

9. Continuous Improvement

HRLocker commits to regularly reviewing and updating support processes, documentation, and tools to enhance the customer experience.
