



We maximize your NetSuite ROI while making your company a “Raving fan of NetSuite”

Service Level Agreement (SLA) for 8Quanta Customer Support

1. Purpose

This Service Level Agreement (SLA) outlines the support services provided by 8Quanta to its customers utilizing NetSuite ERP solutions. The goal is to ensure timely, reliable, and high-quality support to maximize the value of customers’ NetSuite investments while maintaining operational efficiency and satisfaction.

2. Scope

This SLA applies to all 8Quanta customers with an active support contract, covering:

- NetSuite ERP system support (e.g., troubleshooting, configuration assistance, workflow optimization).
- Custom code and SuiteApp solutions developed or maintained by 8Quanta.
- Third-party integrations managed by 8Quanta.
- General guidance and best practices for NetSuite usage.

Exclusions:

- Issues arising from NetSuite platform outages or updates controlled by Oracle NetSuite.
- Customer-specific hardware, software or network issues outside 8Quanta’s control.

3. Support Availability

- **Standard Support Hours:** Monday to Friday, 7:00 AM – 7:00 PM CST, excluding US major holidays observed.
- **Premium Support (Optional):** 24/7/365 availability for critical issues, subject to subscription tier.

4. Support Channels

- **Email:** support@8quanta.com for all inquiries.
- **Portal:** Online ticketing system via 8Quanta’s customer support portal at 8quanta.com.
- **8Q SUPPORT app installed:** It is recommended to use this method of communication.



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5. Issue Severity Levels and Response Times

Issues are classified into severity levels with corresponding initial response times:

Severity Level	Definition	Initial Response Time (Standard)	Initial Response Time (Premium)
Critical (Severity 1)	System down, major functionality unavailable, or significant business impact.	Within 1 hour	Within 30 minutes
High (Severity 2)	Key functionality impaired but workaround exists; moderate business impact.	Within 4 hours	Within 1 hour
Medium (Severity 3)	Minor functionality issues or general questions; minimal business impact.	Within 8 hours	Within 4 hours
Low (Severity 4)	Cosmetic issues, feature requests, or non-urgent inquiries.	Within 24 hours	Within 12 hours

- **Initial Response Time:** Time from ticket submission to first contact by an 8Quanta support representative.
- **Resolution Time:** Targets vary by complexity and severity; updates provided every 24 hours for unresolved Critical/High issues.

6. Performance Metrics

- **First Contact Resolution (FCR):** Target of 75% of Severity 3 and 4 issues resolved on first contact.
- **Customer Satisfaction (CSAT):** Minimum score of 85% based on post-interaction surveys.
- **Uptime for 8Quanta-Developed Solutions:** 99.9% availability for custom code and integrations hosted by 8Quanta, excluding scheduled maintenance.

7. Responsibilities

- **8Quanta Responsibilities:**
 - Provide timely responses and resolutions as per the SLA.
 - Escalate unresolved issues to senior technical staff within 24 hours (Critical/High) or 48 hours (Medium/Low).





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- Notify customers of planned maintenance or updates to 8Quanta-managed solutions at least 48 hours in advance.
- Offer proactive guidance via quarterly check-ins (Premium Support only).
- **Customer Responsibilities:**
 - Submit clear, detailed support requests with relevant information (e.g., error messages, steps to reproduce).
 - Ensure access to NetSuite environment for troubleshooting when required.
 - Respond promptly to follow-up questions from 8Quanta support staff.

8. Escalation Process

- If an issue remains unresolved beyond the initial response time plus 24 hours (Critical/High) or 48 hours (Medium/Low), customers may escalate via:
 - Email: escalation@8quanta.com
 - Phone: Dedicated escalation line (Premium Support only).
- Escalated issues are assigned to a senior support manager within 2 hours.

9. Service Credits

- If 8Quanta fails to meet response time commitments for Critical or High severity issues more than twice in a billing cycle:
 - Standard Support: 5% credit on the next month’s support fee.
 - Premium Support: 10% credit on the next month’s support fee.
- Credits are capped at 20% of the monthly fee and must be requested within 30 days of the incident.

10. Review and Updates

- This SLA is reviewed annually or upon significant changes to 8Quanta’s service offerings.
- Customers will be notified of updates 30 days in advance, effective at the start of the next renewal term.

11. Contact Information

- General Inquiries: info@8quanta.com
- Support Portal: www.8quanta.com/support



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