

**sccc by stc**

**sccc erp**

# Service Level Agreement

**Version: 1.0**

**Date: 9/22/2025**

# 1. Confidentiality Agreement

The information contained in this document is the property of SCCC Cloud and may not be copied or communicated to a third party or used for any purpose other than that for which it is supplied without the express written consent of SCCC Cloud.

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### 3. Introduction

This Service Level Agreement (SLA) defines the service levels for the customer's use of the **sccc erp** service. The service is a comprehensive erp solution that drives digital transformation while ensuring operational excellence and regulatory compliance

#### Why our erp?

End the complexity of managing disparate systems across your enterprise. sccc erp unifies finance, operations, supply chain, and human resources into one powerful platform that eliminates operational risks while accelerating strategic growth

#### Features

1. One-Click ZATCA E-Invoicing.
2. Unified Sales & Inventory Control
3. Modules for Your needs.
4. Secure Cloud Hosting Inside Saudi Arabia

#### Benefits

1. Save Significant Money with One Simple Price.
2. Automate ZATCA Compliance Effortlessly.
3. Run Your Entire Business from a Single Platform.
4. Get Fast, Local Support You Can Trust.

This agreement is an element of the customer's SCCC Cloud Terms of Use.

## 4. Definitions

Term	Definition
Downtime	A loss of external connectivity or consistent access to the service, which does not include Scheduled Downtime.
Downtime Period	A period of five consecutive minutes of Downtime. Intermittent downtime of less than ten minutes does not count toward downtime periods.
Incident / Issue	An unplanned service interruption or a reduction in service quality.
Trouble Ticket	An issue reported by a customer that is registered in the SCCC system.
Maintenance Window	A period of time, notified in advance, for performing preventive maintenance.
Scheduled Downtime	Downtime that results from SCCC performing maintenance during a maintenance window.
Response Time	The time in hours from when a trouble ticket is opened until the customer is notified by an SCCC engineer.
Service Credit	A percentage of the applicable service fees credited to the customer based on SCCC's service credit policy.

## 5. Service Roles & Responsibilities

### SCCC Responsibilities:

- **Security & Availability:** Responsible for the security and availability of the service infrastructure, including systems, software, and hardware.
- **Platform Protection:** Ensures customer data is processed only according to the customer's instructions and follows SCCC's privacy practices.
- **Maintenance Management:** Provides at least one month's notice for major changes and 24 hours to one week for emergency maintenance.

### Customer Responsibilities:

- **User and Data Management:** The customer is fully responsible for managing user accounts, permissions, and the accuracy and legality of data entered into the system.
- **Access Security:** The customer must protect their credentials and prevent unauthorized access.
- **Effective Communication:** Must ensure their representatives are available to communicate with the SCCC support team during business hours.
- **Timely Payment:** Must pay for all service and support costs within the agreed-upon intervals.
- **Incident Reporting:** Must communicate with SCCC support for incidents, service requests, and credit claims from their registered account.

## 6. Service Level Agreement

### 4.1. Service Metrics

Service Availability: The availability of the service is targeted at 99.7%.

Incident Response Time:

Priority	Response Time	Status Updates
P1	1 hour	Every 4 hours
P2	4 hours	Daily
P3	1 Business Day	On request

### 4.2. Availability of Service

Uptime Target: SCCC will strive for an uptime of the percentage defined in section 4.1 in every month of the billing cycle.

Calculation: Monthly Uptime Percentage (MUP) =  $\{([Number\ of\ minutes\ in\ billing\ month] - [Recorded\ Downtime\ Minutes]) / [Number\ of\ minutes\ in\ billing\ month] * 100\}$ .

### 4.3. Customer Support Process

Customers should open support tickets through the official communication channels as mentioned in the product page. The ticketing system will then generate a ticket number, and the customer will be notified by email with ticket details, status, and updates on every action taken.

### 4.4. Incident Severity Description

Priority	Severity	Description	Business Impact
P1	Complete Service Outage	The entire system is inaccessible, or core functions are unusable. No workaround.	Operations are halted. Immediate resolution required.
P2	Major Functionality Degraded	Key functionality is not working. Partial workaround exists.	Significant disruption. Urgent attention needed.
P3	Limited Functionality	Non-critical function failing. Workaround available.	Moderate impact. Business operations continue.

## 7. Maintenance Window

**Regular Maintenance:** Refers to upgrades for performance and capacity. SCCC will provide one month's notice.

**Emergency Maintenance:** Refers to immediate actions required to correct conditions that could cause a material service outage. SCCC will provide 1 week to 24 hours' notice, if applicable.

## 8. 6. Service Credit Policy

If SCCC fails to meet the defined service levels, the customer can claim a service credit percentage of that month's fees, based on the table below.

SLA Failure	Service Credit
Uptime is less than 99.5% but equal to or greater than 99.0%	10%
Uptime is less than 99.0%	30%
Response Time SLA not met 1 time in a billing month	5%
Response Time SLA not met 2 times in a billing month	10%
Response Time SLA not met > 3 times in a billing month	15%

## 9. Service Termination Policy

**Voluntary Termination:** A customer may voluntarily terminate the agreement by providing 30 days' prior written notice to SCCC Cloud.

**Data Handling:** Upon termination or subscription expiry, customer data will be lost unless a copy is explicitly requested via a service request before the cancellation. Cancellation of a subscription automatically purges the data

### Termination for Non-Payment

Services will be discontinued depending on the duration of non-payment, as detailed below:

Payment Due	Action on Customer Account
30 days	The account is suspended, so no new services can be ordered.
60 days	Running services are stopped and access to the account is revoked.
120 days	The account is closed, customer data is set to be purged, and the data is lost and cannot be recovered.

## 10. Limitations, Exclusions, and Assumptions

The SLA does not apply to any performance or availability issues that result from factors outside of SCCC's reasonable control (such as force majeure events), are caused by actions or inactions of the customer or any third party, or result from any announced, planned, or emergency maintenance.