

Keep the shop looked after beyond launch

The entry SLA covers routine technical care and a small monthly support allowance. It is designed for a stable shop, not an open-ended development retainer.

Essential support

USD 72 per month, VAT included

Approximately R1,205 or GBP 54 at the 5 October 2026 reference rates. Month-to-month after the initial launch period, unless a client-specific agreement states otherwise.

Included time

Up to **one hour per month** for minor support, explanation, or configuration work. Unused time does not roll over.

Routine technical care

- Availability and basic service monitoring
- Backup job checks where Tensology manages the environment
- Security and dependency maintenance planning
- Review of reported technical faults
- Reasonable coordination with supported providers

Minor support allowance

- Small configuration adjustments
- Short operator questions or guidance
- Minor content or template corrections
- Basic investigation of an isolated issue
- Work that can reasonably fit inside the included hour

Warranty work is separate

Reproducible defects in Tensology's delivered launch work reported within 90 calendar days are corrected without charge and do not use the monthly support hour. Other time beyond the allowance is billed at **USD 51 per hour, VAT included** only after written approval.

Response targets that match the impact

Targets apply during published business support hours after Tensology receives enough information to begin diagnosis. They are response targets, not guaranteed resolution times.

Priority	Example	Target acknowledgement	Target initial action
P1 Critical	The production shop is unavailable, or checkout is unavailable for all customers.	Within 4 business hours	Same business day where reasonably possible
P2 High	A major function is materially impaired, but orders can still be processed through a reasonable workaround.	Within 1 business day	Within 2 business days
P3 Normal	Isolated defect, minor configuration request, or operator question.	Within 2 business days	Scheduled according to impact and allowance
P4 Change	Enhancement, design change, new integration, report, or workflow request.	Within 3 business days	Estimate or proposal supplied before work begins

Business support hours

Monday to Friday, 08:30 to 17:00 South African time, excluding South African public holidays, unless a signed client schedule says otherwise.

How to report an issue

Email the agreed support address with the affected URL, time, steps taken, expected result, actual result, and a screenshot where possible.

Third-party incidents

Payment networks, banks, courier APIs, DNS, hosting providers, internet carriers, and client-controlled accounts may affect service. Tensology will investigate and coordinate within scope, but cannot guarantee another provider's uptime or repair time.

What the monthly fee does and does not cover

Included when applicable

- Monitoring of the Tensology-managed production service
- Review of scheduled backup results
- Reasonable security and dependency maintenance
- Diagnosis of reproducible platform faults
- One hour of minor monthly support
- Basic incident updates while active work is in progress

Not included

- New features, modules, or redesigns
- Bulk catalogue or content administration
- Recovery from client or third-party misuse
- Third-party provider fees or premium support
- Data repair caused by inaccurate source records
- After-hours standby or guaranteed 24/7 response

Billing and commencement

The SLA starts after production launch on the agreed date. It is invoiced monthly in advance. Overdue fees may suspend non-critical work after reasonable notice. The starting price assumes one standard Commerce Launch installation and normal operating volume.

Backups and recovery

Backup scope, retention, storage location, and recovery testing depend on the selected hosting arrangement. They are recorded in the client-specific service schedule. A backup job is not the same as a guaranteed recovery until a restore has been tested.

Ending the SLA

Either party may end a month-to-month SLA with 30 calendar days' written notice, subject to settlement of amounts already due. Exit assistance, data export, migration, or transfer work beyond a standard handover is billed at the prevailing hourly rate.

One agreement

This SLA is part of the same agreement as the Commerce Launch commercial terms and the terms at tensology.com/terms-and-conditions. It uses the same licence, warranty, and personal-information position. It does not change the operating licence or the 90-day warranty. Client personal information handled in support is processed as operator under those terms. A quotation for one client may set that client's support hours, included time, or backup arrangements.