

TERRA TRUST SUPPORT LEVEL AGREEMENT (SLA)

Last Updated: April 21, 2025

1. INTRODUCTION

This Support Level Agreement ("SLA") describes the support services provided by Terra Trust (<https://www.terratrust.ai>) to customers of the offering. This document outlines support expectations, communication channels, and procedures for obtaining technical assistance. This document is fully governed and does not supersede the Terra Trust Terms of Service found at <https://www.terratrust.ai/legal>.

2. SUPPORT LEVELS

Terra Trust offers the following support levels for customers:

2.1 Standard Support (Included with Starter Edition)

- Email support for all issues
- Web portal access for documentation and knowledge base
- Response times based on issue severity:
 - Critical: 8 business hours
 - High: 16 business hours
 - Medium: 24 business hours
 - Low: 48 business hours

2.2 Premium Support (Available as Add-on)

- All Standard Support features
- Phone support for Critical and High severity issues
- Priority ticket handling
- Response times based on issue severity:
 - Critical: 4 business hours
 - High: 8 business hours
 - Medium: 16 business hours
 - Low: 24 business hours

3. Issue Severity Definitions

Severity	Definition
Critical	Service is completely unavailable or unusable, affecting all users with no workaround
High	Major functionality impaired, significant performance degradation, or affecting multiple users with limited workaround
Medium	Non-critical feature unavailable, limited performance issues, or affecting specific users with viable workarounds
Low	General questions, enhancement requests, minor bugs with minimal impact

4. SUPPORT HOURS

4.1 Standard Support Hours

- Monday through Friday
- 9:00 AM to 5:00 PM Eastern Time (ET)
- Excluding US Federal holidays

4.2 Premium Support Hours

- Monday through Friday
- 8:00 AM to 6:00 PM Eastern Time (ET)
- Excluding US Federal holidays
- After-hours support available for Critical issues only

5. How to Contact Support

Terra Trust provides multiple channels for obtaining technical support:

5.1 Support Portal

- Access the Terra Trust support portal at: <https://support.terratrust.ai>
- Submit new support tickets
- View existing ticket status
- Access knowledge base articles and documentation
- AI-based instant access to support and common questions

5.2 Email Support

- Send support requests to: support@terratrust.ai
- Include your account information and detailed issue description
- Attach relevant screenshots or error logs when applicable

5.3 Phone Support (Premium Support Only)

- Call: +1 (386) 853-7087
- Available during Premium Support hours
- For Critical and High severity issues only

5.4 Community Forum (Invite Only)

- Access the community forum via Slack Connect
- Get answers from Terra Trust experts

6. TICKET ESCALATION PROCESS

If you are not satisfied with the progress or resolution of your support ticket, you may escalate using the following process:

6.1 First-Level Escalation

- Within the support portal, use the AI-assisted chat to escalate your ticket
- Provide reason for escalation
- A support team lead will review and respond within 4 business hours

6.2 Second-Level Escalation

- If the issue remains unresolved after first-level escalation, email support@terratrust.ai and include “ESCALATION” in the subject line
- Include your ticket number and detailed concerns
- A support manager will review and respond within 8 business hours

6.3 Executive Escalation

- For critical business impact issues requiring executive attention
- Email the Customer Success Director at support@terratrust.ai and include “SEVERE” in the subject line
- Include ticket history and business impact details
- Response within 24 business hours

7. TRACKING SUPPORT TICKET STATUS

Customers can track the status of support tickets through:

7.1 Support Portal

- Log in to <https://support.terratrust.ai>
- View real-time status updates and communication history
- Connect with the AI-based support to get more information about your ticket

7.2 Email Notifications

- Automatic email notifications sent when:
 - Ticket is created
 - Support agent responds
 - Ticket status changes
 - Ticket is resolved

8. SYSTEM STATUS AND SERVICE AVAILABILITY

Terra Trust maintains a public status page to communicate system availability and incidents:

8.1 Status Page

- Access the status page at: <https://support.terratrust.ai/status>
- View current operational status of all Terra Trust services

8.2 Scheduled Maintenance

- Routine and Standard maintenance activities scheduled Tuesdays, 10:00 am to 12:00 pm ET
- Maintenance is done in a rolling update with no downtime
- Any outages requiring downtime will be preceded by an email notification 24 hours in advance

8.3 Unplanned Outages

- Real-time updates posted on status page
- Post-incident reports available within 72 hours of resolution

9. SUPPORT LIMITATIONS

The following limitations apply to Terra Trust support services:

9.1 Scope of Support

- Support does not include:
 - Custom code development
 - Third-party integrations
 - Training or configuration services
 - On-site support

9.2 Response Time Calculations

- Response times are measured during support hours only
- Response time clock pauses outside of support hours
- Initial response time is not resolution time

9.3 Customer Responsibilities

- Providing accurate and complete information about issues
- Responding promptly to requests for additional information
- Testing and confirming resolution before ticket closure
- Maintaining current contact information for notifications

10. SERVICE LEVEL TARGETS

Terra Trust is committed to the following service level targets:

10.1 Uptime Commitment

- Monthly uptime target: 99.0%
- Calculated excluding scheduled maintenance

10.2 Support Response Compliance

- Target for meeting defined response times: 95%
- Measured and reported monthly

10.3 Customer Satisfaction

- Target satisfaction score: 4.5/5.0
- Based on post-resolution surveys

11. TERMS AND MODIFICATIONS

This SLA is part of the Terra Trust Terms of Service. Terra Trust reserves the right to modify this SLA at any time. Current SLA terms are always available at <https://www.terratrust.ai/legal>.

12. CONTACT INFORMATION

For questions regarding this SLA, please contact:

Terra Trust Customer Success

- Email: support@terratrust.ai
- Phone: +1 (386) 853-7087
- Hours: Monday-Friday, 9:00 AM to 5:00 PM ET