UniDoc Service Level Agreement (SLA)

1. **Introduction.**

This service level agreement ("**SLA**") describes what technical support services are offered by Unidoc Ehf ("**We**"), while you ("**Customer**" or "**you**") are utilizing our software pursuant to our EULA (https://unidoc.io/files/240326-UniDoc-EULA.pdf - "Software") and paying an annual license fee. This document outlines the support services available to you under the SLA for which an annual fee is paid, as well as feature request options made available by us.

2. **Support services.**

By paying annual license fee determined in your license plan you are subscribing to this Service Level Agreement for the term of 12 months. This term will automatically renew should you decide to pay then-current license fee.

Should you decide not to pay annual license fee, the term of support shall automatically terminate at the end of 12 months period. Only GitHub support will be offered to customers, whose subscription has terminated. You will automatically subscribe to this SLA and support term will commence again for the term of 12 months should you decide to pay license fee.

3. **Failure resolution.**

You should promptly report any failure of the Software that materially effects its normal functioning of Software provided by us. Reports can currently be submitted by email at support@unidoc.io. Each report should provide sufficient detail or information for us to reproduce or assess any reported errors.

We reserve our right to request access to your system in order to determine and verify the issue.

Unidoc shall endeavor to respond to your requests within the response time frames specified below:

Bug Report

Priority	Description	Actions	Response Time	Impact of chosen license
Critical	Critical issues that severely impact functionality, security, or stability of the Software, requires immediate attention and fast resolution.	You will be notified within one business day whether the problem reported can be repeated. If so, the problem will be worked on with reasonable expedition during normal working hours until fixed*	One Business Day	Any bug report created by Platinum or Enterprise Level 3 customers is considered critical by default.

High	Issues that significantly affect Software functionality, performance, or user experience.	You will be notified within two business days whether the problem reported can be repeated. If so, the problem will be worked on with reasonable expedition during normal working hours until fixed*	Two Business Days	Any bug report created by Gold and Enterprise Level 2 and Level 1 customers is considered high by default unless such a report is critical.
Normal	Issues that have a moderate impact on Software functionality and can be resolved within a reasonable time frame.	You will be notified within five business days whether the problem reported can be repeated. If so, the problem will be worked on with reasonable expedition during normal working hours until fixed*	Five Business Days	Any bug report created by Business Basic customers is considered normal by default unless it is a high or critical report.
Low and PayGo Customers (for these customers, support is applicable if the issue impacts functionality)	Issues that have minimal impact on Software functionality or are cosmetic in nature.	You will be notified within ten business days whether the problem reported can be repeated. If so, the problem will be worked on with reasonable expedition during normal working hours until fixed*	Ten Business Days	Any bug report is considered low by default unless it is a normal, high, or critical report.

*Any of the issues reported have NO specific resolution timeframes, DEPENDING ON COMPLEXITY we MIGHT be able to ESTIMATE times. Please note that resolution time provided after response time is estimated and may vary based on factors such as development workload, unforeseen technical challenges, and the thoroughness of testing. It is important to note that the estimated resolution time for Normal and Low priority issues allows flexibility to handle more complex tasks while ensuring timely resolution. If necessary, communication and updates regarding progress should be provided to stakeholders throughout the resolution process, at least 2 weeks apart.

4. **Feedback and Features requesting.**

Customer feedback is crucial for enhancing Unidoc products. We continually gather insights from users to make our products more intuitive and user-friendly. Share your feedback at support@unidoc.io. By submitting any feedback, suggestions, or ideas you grant Unidoc a non-exclusive, worldwide, royalty-free right and license to use, reproduce, modify, adapt, publish, translate, distribute, and display any feedback or suggestions you provide regarding our Software and services.

Our customers may request a feature development as described in the schedule below. We reserve our right to request financing for the feature that cannot be added to our roadmap or requires urgent implementation as described below:

Feature Request

Category	Details
Scope	Applies to all feature requests for UniDoc products (UniPDF, UniOffice, UniSuite).
Feature Request Submission	**Submission Process:** Customers submit requests via the support portal or customer support.
	Acknowledgment: Customers receive an acknowledgment of request submission within 48 hours.
Evaluation and Sponsorship	**Initial Evaluation:** Conducted within 10 business days to assess feasibility and resources required. As part of our initial evaluation for a feature request, we need to consider its alignment with our roadmap: 1. If the feature is already on our roadmap, we can discuss the possibility of expediting its development. 2. If the feature is not planned but aligns with our future goals, we can inform you of its potential inclusion in our roadmap. 3. If the feature is not planned and would require a significant change to our current plans, it might be treated as a custom project requiring contracting or sponsorship.
	Sponsorship Model: Customers will sponsor the request to develop. Sponsorship can be financial or other support. (Open to negotiations and will be discussed after Evaluation)
Complexity Assessment	**Assessment Criteria:** Requests assessed on development time, impact on existing features, and required resources. Categorized as Low, Medium, High, or Very High.*
	Communication of Complexity: Customers are informed of the complexity level within 15 business days, including the estimated development timeline.
Development and Implementation	**Development Timeline:** Based on complexity: Low: 3-4 months Medium: 4-8 months High: 8-10 months Very High: 10+ months
	Progress Updates: Provided at key milestones in the development process.
Post-Implementation	**Testing and Feedback:** Feature undergoes testing, and customers are invited for beta testing and feedback.

	Release: Feature included in the next scheduled product release, with notification and documentation provided to customers.
Terms and Conditions	UniDoc reserves the right to decline infeasible requests. Complexity and timelines are ESTIMATES and may change. Sponsorship influences prioritization but does not guarantee immediate implementation.

* Assessment Criteria will be decided as follows:

Complexity Level	Criteria
Low Complexity	Example: Adding a small, straightforward feature.
Medium Complexity	Example: Enhancing existing functionalities. Improving performance for specific tasks. Adding a moderately complex feature.
High Complexity	Examples: Integrating with third-party services. Developing a complex new feature. Major architectural changes.
Very High Complexity	Examples: Overhauling the entire user interface. Implementing a completely new module or application. Major system redesign.

5. **Breach of Commitments**

This section outlines the benefits available to the Customer if UniDoc fails to meet its SLA commitments. Exemptions are provided for events beyond our control (force majeure) or planned maintenance.

Bug Reports

Breach	Penalty
Initial Response Delay	**Penalty:** Credit towards future services equivalent to up to 5% of the yearly subscription.
	Example: If the initial response is delayed by more than 2 business days (48 hrs) from the received request (depending on the chosen license), the customer receives up to 5% credit towards the next year's fee.*
Resolution Delay (if a resolution deadline was agreed)	**Penalty:** Additional services such as extra consultation hours or technical assistance.
	Example: If Unidoc committed to resolving the issue by a certain date and there is a significant resolution delay, we could provide additional support hours to assist with any related issues or questions*
Severe Impact Delays	**Penalty:** Escalation of support, ensuring the issue is addressed by senior engineers immediately.

	Example: If a critical bug severely impacts operations (depending on the chosen license), senior engineers will prioritize and address it.*

*Penalties for any breaches of the SLA will be discussed and agreed upon with the customer before implementation. Since NO specific resolution time is provided, we could offer any of the forms of compensation mentioned above, if the delay was affected directly by our lack of commitment toward the resolution.

Feature Requests

Breach	Penalty
Implementation Delay (if delivery deadline was agreed)	**Penalty:** Additional services such as dedicated development time or consultation.
	Example: If a feature is not implemented within the agreed time, the customer gets additional development time.

*Penalties for any breaches of the SLA will be discussed and agreed upon with the customer before implementation. Since NO specific resolution time is provided, we could offer any of the forms of compensation mentioned above, if it was affected directly by our lack of commitment toward the resolution.

6. **Exemptions from obligations**

UniDoc is exempt from compliance with this SLA in cases of force majeure events. Force majeure events include, but are not limited to, natural disasters (such as earthquakes, floods, hurricanes, or wildfires), acts of war, terrorism, civil unrest, governmental actions or orders, strikes or labor disputes, electrical or telecommunication outages, cyber-attacks, pandemics or epidemics, or any other events or circumstances beyond our reasonable control. These events or circumstances must prevent or significantly hinder our ability to fulfill our obligations under this SLA. In such cases, UniDoc will make reasonable efforts to notify affected parties and mitigate the impact of the force majeure event.

Planned maintenance will also exempt UniDoc from penalties. Customers will be informed of planned maintenance schedules in advance.

During these periods, no penalties will be agreed upon, and the customer will not receive the penalties mentioned above.

7. **Miscellaneous**

Notification of Breach:

To claim any credit under this Agreement, Customers must notify UniDoc within 5 business days if they believe a breach has occurred. (The start date of the breach, will be studied and discussed, if it is a real breach will then be considered as a penalty)

Dispute Resolution:

Any disputes regarding the application of penalties will be resolved through good faith negotiations between the customer and UniDoc.

Disclaimers and Limitation of Liability:

Under no circumstances will Unidoc be liable for any direct or indirect damages, including but not limited to loss of use, data, business, revenues, profits, or expected savings, third-party losses, or any other damages related to services offered under this SLA.

To the extent legally permitted, Unidoc will not be liable for any indirect, incidental, special, punitive, or exemplary damages.

For the avoidance of doubts, this SLA of Unidoc does not warrant any specific resolution time or requested feature delivery timeframe, unless Unidoc specifically notified you otherwise.

Jurisdiction:

This SLA is governed by Icelandic law, and any disputes arising from this SLA will be adjudicated in the District Court of Reykjavík.