



PANTRYSOFT SERVICE LEVEL AGREEMENT

Cedar Mountain Software

Version Control

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|--------------|----------------|-----------------|----------------|
| Policy Code: | SLA | Approved By: | Chris Campbell |
| Owner: | Chris Campbell | Effective Date: | 05/01/2025 |

Revision History

| Date | Version | Created by | Description of change |
|------------|---------|---------------|--|
| 05/01/2025 | 1.0 | Sam Scroggins | The existing policy moved into a new template. |
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1. Purpose and Scope

The purpose of this document is to define the Service Level Agreement (SLA) for the maintenance and support of PantrySoft. PantrySoft is hosted remotely on our cloud and offered as a subscription service. As such access to the application and your data is dependent on a reasonable level of service provided by PantrySoft. We have outlined appropriate expectations of our software, systems, and support below.

2. Subscription Levels

PantrySoft subscriptions fall into four tiers determined by usage and feature sets: Light, Standard, Deluxe, Enterprise. Regardless of tier, each PantrySoft subscription includes the ongoing support and service level described below.

3. Service Availability

Phone support: 9:00 A.M. to 5:00 P.M. Mountain Time Monday – Friday. Excluding federal holidays.

Calls received out of office hours will be forwarded to voicemail and returned on the next business day.

Email support: Monitored 9:00 A.M. to 5:00 P.M. Mountain Time Monday – Friday. Excluding federal holidays.

All emails enter our support ticketing system, tickets will be opened and responded to within 2 business days. Additional emails on the same ticket will be responded to promptly. We may delay a response until a solution is found, primarily in the case of technical support which requires the intervention of our development team.

For complex issues we will often schedule a remote session via zoom at a time that is convenient for our customers. This will allow us to step through the issue together and provide clear solutions. Such support sessions are free by default. In the event that a customer needs general training unrelated to an issue and in lieu of documentation we may ask for additional compensation up front.

We do not provide on-site support of any kind.

4. Service Response

- **General Support Issues:** Initial contact will be made within the same or next business day as detailed above. Most issues will be resolved immediately and every effort will be made to see a resolution within 7 business days.
- **Bug or Error Resolution:** Bugs or errors in the software will be addressed by support staff with the highest priority. First the problem will be assessed and then a ticket will be made for developers to respond. Then the customer will be updated with a timeline along the lines detailed below.
 - o High priority bugs are those which substantially disrupt the usability of the application without a practical workaround or threaten data collection or integrity. These will be addressed by our development team immediately and are typically patched the same day.
 - o Medium priority bugs are those which disrupt a workflow but have a reasonable workaround and do not pose any issue to data collection or integrity. These will be added to our development cycle with priority and are usually fixed within the next major release.
 - o Low priority bugs are novel or aesthetic issues that do not affect useability of the application or pose any threat to data collection or integrity. These will be rated

by popularity of the affected feature and resolution difficulty and added to the development calendar as time allows.

- **Database Backups and Restoration:** Database backups are taken every 24 hours and monthly backups are retained for six months. With redundant databases in production complete failure has never and should never occur. However, in that event restoration would be immediate and data loss would be for less than 24 hours. Practically speaking, customers may wish to partially or fully roll back their own databases to revert mistakes, especially from large operations like data imports or training periods during onboarding. We will provide a backup restoration within two business days.
- **Report Requests:** Resolutions to issues found with existing reports included in our ongoing support. New reports can be requested at an additional cost or created by the customer with a reasonable level of support. In either case, issues are resolved on a 7-day timeline.

5. Guaranteed Uptime

PantrySoft is developed using an AGILE philosophy of continuous delivery. Releases are typically deployed on a two-week cycle. Minor patches could be deployed at any time and do not disrupt availability. Scheduled releases are deployed during an evening maintenance window and rarely require any production system down time. Information about all releases can be found in the release notes section of our documentation.

The PantrySoft application and databases are hosted on scalable containers using industry leading cloud infrastructure provided by Amazon Web Services. These redundant servers are hosted in multiple physical locations and serve PantrySoft simultaneously as a distributed system. Should a critical failure occur, immediate failover to the next container is automated to provide seamless availability.

As such the annual uptime should never drop below 99.7% which would imply maximum maintenance windows across every deployment.