



## Service Level Agreement (Updated)

### 1. Purpose

This Service Level Agreement (SLA) outlines the expected service performance, availability, support, and data security commitments between FinalForms and its customers. This SLA applies to the services provided by FinalForms, including online registration, data collection, and compliance information services.

### 2. Service Availability

FinalForms guarantees an uptime of **99.99%** for all services. The platform is designed with a **zero-downtime change management process**, ensuring continuous service without scheduled maintenance windows. This high availability has been maintained flawlessly since the system's inception in 2012.

### 3. Scope of Services

The following services are covered by this SLA:

- **Access to online forms and registration**
- **Access to parent/guardian contact information**
- **Access to student emergency medical information**
- **Access to state, district, or department compliance information**

These services are accessible in real-time and are critical for both administrative and emergency purposes.

### 4. Support and Response Times

FinalForms provides two types of support:

- **Email support:** Guaranteed response time of **24 hours**, with an average response time of less than **2 hours**.
- **Phone support:** Available during business hours, provided by the customer's assigned account representative.

All issues raised will be assessed, prioritized, and resolved as quickly as commercially possible, regardless of severity.

### 5. Performance Metrics

FinalForms ensures the following performance standards:

- **Real-time access** to data and services at all times.

### 6. Client Responsibilities



There are no specific client responsibilities required to ensure the proper operation of FinalForms services. FinalForms manages all system updates, maintenance, and security protocols.

## **7. Issue Resolution and Escalation**

In the event of a service issue, customers should contact the **Support Team**. The Support Team will assess the issue and escalate it based on its type and severity. FinalForms aims to resolve all issues as quickly as possible.

## **8. Penalties for Downtime or Service Failures**

No financial penalties or compensation are offered for service outages or failures that exceed any specific time limit. However, FinalForms commits to minimizing downtime and resolving any issues promptly.

## **9. Data Privacy and Security**

FinalForms takes data privacy and security seriously. All client data is protected in accordance with FinalForms' [Risk Management and Cybersecurity Program](#) as well as its [Business Continuity Program](#). Data is encrypted both in transit and at rest, and all reasonable steps are taken to ensure compliance with relevant privacy regulations.

## **10. Review and Revisions**

This SLA will be reviewed and updated as needed to reflect any changes in services, performance standards, or customer needs. Any revisions will be communicated in advance.