



Service Level Agreement

Truis

Service Level Overview

The following service levels apply to in scope services for customers whom have an active Service Level Agreement in place with Truis.

Version - 2026.1

Incident Priority Matrix		URGENCY		
		High System down, unable to work	Medium Function severely limited	Low Minor annoyance
I M P A C T	High Enterprise-wide or core service	P1 Critical	P2 High	P3 Medium
	Medium Whole department, branch or 5 - 20 users	P2 High	P2 High	P3 Medium
	Low Less than 5 users	P3 Medium	P3 Medium	P4 Low

Priority	Response	Resolution	Coverage	Target
Priority 1	1 Hour*	2 Hours	Extended 24x7	95%
Priority 2	2 Hours*	4 Hours	Extended 24x7	95%
Priority 3	4 Hours	2 Days	Standard	95%
Priority 4	3 Days	5 Days	Standard	95%
Priority 5	Scheduled Activities			
Notes	*SLA - Service Level Agreement, all others are SLO - Service Level Objectives			

Coverage	Remote	Field
Standard Hours	8:00 AM - 5:00 PM Mon - Fri	9:00 AM - 5:00 PM Mon - Fri
Operating Hours	7:00 AM - 7:00 PM Mon - Fri	9:00 AM - 5:00 PM Mon - Fri
Time Zone	AEST	Local
Extended Hours	24x7	On Request

Tasks	Priority	Detail
Standard Change	Priority 3*	Pre-authorised, low-risk & documented process
Service Request	Priority 4	Basic user requests not defined as Standard Change
Normal Change	Priority 5	RFC reviewed at next CAB, resolution time consulted
Onsite Dispatch	Priority 3	Onsite attendance for in scope locations
Critical Patch	Priority 3*	Patching a vulnerability assessed as critical by vendors
PIR and RCA	Priority 4	Major Incident - Post Incident Report including Root Cause Analysis
Notes	* Subject to available outage window	

Routines	Type	Frequency	Detail
Truis CAB	Meeting	Twice Weekly	Internal Change Advisory Board meeting
Client CAB	Meeting	Weekly	Optional agenda item within service check-in
Service Check-in	Meeting	Weekly	Weekly operational call
Service Report	Report	Monthly	Within 5 Business Days of the start of the month
Service Review	Meeting	Monthly	Standard Service Delivery Meeting agenda
Account Meeting	Meeting	Monthly	Standard Account Management agenda
Business Review	Meeting	Quarterly	Business review and planning
Patching	Maintenance	Monthly*	Infrastructure, Network & Endpoint maintenance
Other	As agreed	As agreed	e.g. Disaster recovery testing, site visits
Notes	<i>All frequencies are unless otherwise agreed</i> <i>* Subject to available outage window</i>		

Service Level Rebates – Incident Response Time

Where Truis fails to meet the applicable Response Time SLA for an eligible incident, the Client may be entitled to a service rebate, subject to the conditions set out below.

For each Priority 1 or Priority 2 incident where the Response Time SLA is not achieved beyond the target percentage, the Client may submit a written claim for a service rebate equivalent to five percent (5%) of the applicable Monthly Service Fee for the relevant priority level. No service rebate will be applied unless the Client has formally submitted a claim in accordance with this clause.

Any claim for a service rebate must be submitted in writing within thirty (30) days of the end of the month in which the alleged breach occurred and must include sufficient detail to allow Truis to validate the claim, including the incident reference number and the basis of the alleged Response Time breach. Claims submitted outside this period will be deemed waived.

Service rebates under this clause apply only to Incident Response Time breaches. Incident Resolution Time is expressly excluded from financial rebate eligibility and is managed through service reviews, root cause analysis, and, where appropriate, remediation or continuous improvement plans.

Priority 3 (Medium) and Priority 4 (Low) incidents are excluded from financial rebate eligibility and are managed through operational service reviews and continuous improvement processes.

To ensure proportionality and commercial balance, the total service rebates payable in any single monthly billing period are capped at a maximum of ten percent (10%) of the applicable Monthly Service Fee, regardless of the number of eligible incidents or claims submitted during that period.

Service rebates claimed and approved under this clause will be applied as a credit against future service fees and represent the Client's sole and exclusive remedy for Truis' failure to meet the Incident Response Time SLA.

Persistent SLA Breach and Remediation Escalation

Where Truis fails to achieve the minimum SLA compliance threshold for Priority 1 and/or Priority 2 incidents for three (3) consecutive monthly measurement periods, Truis will initiate a formal Service Improvement and Remediation Plan. This plan will be developed in consultation with the Client and will include a documented root cause analysis, corrective actions, resourcing or process adjustments, and agreed improvement milestones.

Following implementation of the remediation plan, Truis will closely monitor SLA performance and report progress to the Client as part of regular service reviews. If SLA performance does not materially improve within a reasonable remediation period, the parties will meet in good faith to review the ongoing suitability of the service model and agree on further corrective actions, which may include service scope adjustments, additional governance controls, or other mutually agreed remedies.

Nothing in this clause limits the Client's right to terminate the agreement in accordance with the termination provisions of the MSA where persistent SLA failures constitute a material breach.