

Service Level Agreement

This Service Level Agreement (SLA) describes the operational commitments Edsthetic provides to subscribing schools for the Writeiq and Allocateiq platforms.

1. Availability

Edsthetic targets 99.5% uptime for the Writeiq and Allocateiq platforms, measured monthly. Uptime excludes scheduled maintenance windows, which will be communicated at least 48 hours in advance and scheduled outside school hours (before 7:00 AM or after 6:00 PM AEST) wherever possible.

2. Support Response Times

| Priority | Description | Response Time |
|----------|--|--|
| Critical | Platform inaccessible, data breach suspected | Within 2 hours (during business hours) |
| High | Marking not completing, data not saving | Within 4 hours (during business hours) |
| Medium | Feature not working as expected | Within 1 business day |
| Low | Question, feature request, cosmetic issue | Within 2 business days |

Business hours are Monday to Friday, 8:00 AM to 5:00 PM AEST, during school term weeks. Support is available via hello@edsthetic.com.au.

3. Data Backup

School data in Supabase is backed up automatically every 24 hours with point-in-time recovery available for the preceding 7 days. In the event of data loss, Edsthetic will restore from the most recent backup at no cost to the school.

4. Marking Performance

Under normal operating conditions, student writing is marked and feedback returned within 30 seconds of submission. During periods of high demand (e.g., whole-school assessment events), marking may take up to 120 seconds. If the marking service is unavailable, student submissions are saved and queued for marking when the service recovers. No student work is lost.

5. Updates and Changes

Edsthetic releases updates to Writeiq and Allocateiq on a continuous basis. Updates that change the user interface or affect assessment behaviour will be communicated to school administrators via the in-app notification system and by email at least 7 days

in advance. Marking framework updates that could affect scoring consistency will be communicated at least 14 days in advance.

6. Data Portability

Schools may export all their data at any time using the built-in CSV and JSON export functions. Upon licence expiry, Edsthetic will provide a complete data export in JSON format upon request, free of charge, for up to 90 days after expiry.