

# SERVICE LEVEL AGREEMENT (SLA)

Effective Date: June 23, 2025

## Business Information:

Chico Holographic Studios LLC

411 Main St, Ste 101, Chico, CA 95928

Contact: preston@chicoholo.com | Text: 949-887-6891

Support Hours: Mon–Fri, 11 AM – 7 PM PST

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## 1. Uptime Guarantee

The Company guarantees 99.9% uptime per calendar month, excluding scheduled maintenance and third-party hosting interruptions.

## 2. Hosting Requirement

All websites under this agreement will be hosted exclusively on the Company's servers to maintain control, security, and uptime. Migration from any previous hosting is required.

## 3. Support Response Times

Issue Type	Response Time	Resolution Goal
Critical (Site down)	2 business hours	8 business hours
High (Major function failure)	4 business hours	1 business day
Medium (Minor bug/styling)	1 business day	2–3 business days
Low (Content updates)	2 business days	5 business days

#### **4. Maintenance & Updates**

- WordPress updates (core, themes, plugins) weekly
- Security scans and performance checks monthly
- Monthly off-site backups retained for 30 days

#### **5. Security Measures**

- Firewall and malware scanner installation and monitoring
- SSL installation if provided or available through hosting

#### **6. Client Responsibilities**

- Timely approval of content and access to necessary accounts

#### **7. Exclusions**

This SLA does not cover outages or problems caused by third-party services, unauthorized changes by the client, or unapproved plugin/theme installations.