SPECIALIZED TECHNOLOGIES

Version 1.0
Effective October 2026, Reviewed Annually

For All ST Clients

Service Level Agreement

Support and Professional Services: our response times, delivery commitments and escalation path.

This agreement sets out how Specialized Technologies (ST) supports clients with an active ST support agreement after a solution goes live, and how we deliver professional services projects from the first request to handover.

It defines four priority levels, the response times we commit to, the resolution times we target, and a clear path to escalate when you need more attention. Where a signed contract or purchase order states different service levels or service credits, that contract applies.

Support Services

After the Solution Is Live

- Incident Handling for ST Solutions
- Remote and Onsite Troubleshooting
- Manufacturer Cases and Hardware Replacement
- Firmware, Patch and Upgrade Guidance
- Monthly Service Report

Professional Services

Projects and Planned Work

- Site Survey, Assessment and Design
- Installation, Configuration and Integration
- Migration and Technology Refresh
- Testing, Acceptance and Handover
- Knowledge Transfer to Your Team

How to Reach ST Support

Email
support@stech-ltd.com
Every request gets a ticket number.

Phone
+966 11 455 5295
Call for every P1 issue. The clock starts with your call.

Availability
Around the clock, every day of the year, for all priority levels.

Support Services

Support Service Levels

P1

Critical

A complete outage of a production service with no workaround.

P2

High

A major function is down or badly degraded, and a workaround is limited.

P3

Medium

Part of the system is affected, but overall operations continue.

P4

Low

No production impact: general questions, configuration help or documentation.

Priority	Response Time	Target Resolution	Status Updates
P1 Critical	**2 Hours**	**1 Day in Riyadh** 2 Days Elsewhere in Saudi Arabia	**Every 4 Hours**
P2 High	**4 Hours**	**2 Days**	**Daily**
P3 Medium	**1 Day**	**Within 5 Days**	**Every 2 Days**
P4 Low	**2 Days**	**Within 7 Days**	**Weekly**

Response Time

From the moment a ticket is logged until an ST engineer contacts you and starts work remotely. Response times are commitments.

Resolution

Service is restored with a permanent fix or a reasonable workaround. Resolution times are targets.

Priority and Pauses

Priority is agreed when the ticket is logged. The clock pauses while we wait for your input, access or a part.

Working Together

What We Need From You

- Named Contact for Each Site
- Site Access and Remote Access When Needed
- Device Serial Number and a Clear Issue Description
- Active Manufacturer Support for the Affected Device

Not Covered

- Changes Made by Third Parties Without ST Approval
- Damage From Power, Fire, Water or Misuse
- Events Beyond Reasonable Control (Force Majeure)
- New Features or Projects, Handled as Professional Services

Professional Services

Project Delivery Commitments

01
New Request
2 Business Days
Confirmed, with an Account Manager assigned.

02
Site Survey
5 Business Days
Where needed, subject to site access.

03
Proposal
5 Business Days
Scope, plan and price, after the site survey.

04
Kick-Off
10 Business Days
From your purchase order.

05
Implementation
Up to 3 Weeks
For standard scope.

06
Change Requests
2 Business Days
Confirmed in writing before work.

07
Handover
5 Business Days
As-built documents delivered after go-live.

08
Hypercare
2 Weeks
Issues receive at least P2 priority.

Included in Every Project

- Assigned Project Manager
- High-Level and Low-Level Design
- Test Plan and Acceptance
- Weekly Status Report

Escalation Matrix

If a Service Level Is at Risk, Move Up a Level

Level	Position	P1	P2	P3	P4
L1	Project Manager or Support Engineer Assigned on Your Order	Start	Start	Start	Start
L2	Technical Team Leader	4 Hours	1 Day	3 Days	5 Days
L3	Operations Director	1 Day	2 Days	5 Days	7 Days
L4	Managing Director	2 Days	3 Days	7 Days	10 Days

Support: times run from when the ticket is logged, if the issue is not resolved and its target is at risk. Projects: escalate to L2 when a milestone is 2 business days late, to L3 after 5 and to L4 after 10.

Monthly Service Report
Every issue in the month, its duration, how it was resolved and the actions taken by each party.

Quarterly Performance Review
We review results against this agreement and agree on improvements with you.