

Service Level Agreement

Version 2023.1 / Updated 1 August 2023

This Service Level Agreement ("SLA") details the agreement between Scout Websites and any individual or entity (the "client") that uses the services of Scout Websites. Scout Websites is a trading style of The Manta Group Limited ("we"/"us"/"our"), registered at Town House Farm, Clotton, Tarporley, CW6 0EG (14341667). Contact details available at scout-websites.com.

What is an SLA?

An SLA identifies both the services required and the expected level of service. The service(s) to be delivered, or being delivered, will be detailed in written or verbal correspondence between us and the client, or available in writing at scout-websites.com. These services will be delivered as per our business "Terms and Conditions" which are available at scout-websites.com.

During set-up and content population

- We provide the set-up and content population of our pre-existing platform. This platform has been created as a framework to produce on-brand websites, and is therefore, in some places, rigid in terms of functionality and aesthetic.
- Our team will require information from the client to set-up the website and populate it with content. This needs to be provided in text and imagery, either directly or inside editable documents. We will provide a list of required information once we have received full payment of our one-off fee.
- Once we have received all of the required information, we will begin the process of set-up and population of content within the expected delivery timeframe detailed below, depending on the project type. Should there be a delay in receiving the required information, the delivery timeframe will be extended equally to this delay.
- Within the expected delivery timeframe, the website will be sent to the client for a review in a draft environment. It is the responsibility of the client to review and approve our work where they feel this is necessary. Where work is not reviewed, we accept no responsibility for inaccuracies or errors.
- Where amendments need to be made, these must be provided in text and imagery, either directly or inside editable documents. We will only accept two complete sets of content amendments. Any further sets of amendments can be made by the client. Content amendments to be made by us will be delivered within 10 working days.

Type of project	Expected delivery timeframe
Website for a Group or Unit	Within 15 working days
Website for a District, Division, Event, Activity Centre or Campsite	Within 20 working days
Website for a County, Region and Area	Within 30 working days
Other	TBC

Following the approval and launch of a website onto a domain name

- The response time of our entire platform is monitored every minute, 365 days per year automatically, and our team will be immediately alerted if there is either: no; or a slow; response time. This monitoring is publicly available to view: <https://status.manta.co.uk/791508038>. Our target is 99.9% uptime.
- Should our platform become unavailable, we will endeavour to bring the platform back online as soon as possible. If this unavailable period will last any longer than 2 hours, we will contact those clients (via email) that are affected with an estimated timeframe to bring the platform back online. We guarantee however that this timeframe will be no longer than 2 working days.
- All other support queries, including but not limited to: advice, guidance, and broken functionality, must be reported via our online support ticket system available at scout-websites.com/support, rather than by phone call. Our online support ticket system will prioritise support requests, and we will respond to these at our earliest convenience, and within our normal office hours. The priority and estimated response time for each type of support query is detailed below.

Type of support query	Estimated response timeframe
A website is offline, however the rest of our infrastructure is unaffected	Within 4 working hours
A website has a fundamental issue or error, such as broken functionality	Within 1 working day
A website has a visible content issue that requires guidance or support	Within 3 working days
Any other support requirement, for example: lost credentials or general guidance or advice	Within 5 working days

Next review date

This SLA will be next reviewed on 1 August 2024.