

LetterAssist Service Level Agreement

Purpose

This Service Level Agreement (“SLA”) sets out the service levels applicable to the LetterAssist platform (“Service”). It applies to all Healthcare Organisations using LetterAssist’s SmartFlow software under a valid Service Agreement. LetterAssist may review and update this SLA periodically to ensure alignment with NHS and regulatory standards.

1. Definitions and Interpretation

For the purpose of this SLA:

- “Uptime” means the percentage of total time in a calendar month that the Service is available to users, excluding planned maintenance and Force Majeure events.
- “Incident” means any unplanned interruption or degradation of the Service.
- “Planned Maintenance” means scheduled maintenance work notified to users at least 48 hours in advance.
- “Business Hours” means 09:00–17:00 UK time, Monday to Friday (excluding public holidays).

2. Service Availability and Uptime Commitment

LetterAssist will use all reasonable commercial efforts to ensure the platform is available for at least 99.5% of the time during each calendar month, excluding Planned Maintenance, Force Majeure events, and outages caused by third-party systems or integrations (e.g. NHS networks, EMIS, internet providers).

Availability will be monitored using system-level metrics and reports maintained within the LetterAssist cloud infrastructure. Planned Maintenance will typically occur outside Business Hours (22:00–06:00 UK time) and users will receive at least 48 hours’ notice.

3. Letter Volume Allowance and Fair Use Policy

Each LetterAssist subscription plan includes a defined **average daily letter processing allowance (per business day)**, calculated over a full calendar month assuming a standard five-day working week. Practices may exceed their daily allowance without penalty, provided their overall monthly average remains within the plan’s permitted threshold.

PLAN	AVERAGE DAILY ALLOWANCE (PER BUSINESS DAY)	APPROX. MONTHLY ALLOWANCE*
PLAN-75	75 letters/day	~1,630 letters/month
PLAN-100	100 letters/day	~2,170 letters/month
PLAN-150	150 letters/day	~3,260 letters/month

*Allowances are averaged over approximately **21.7 business days per month**.

To accommodate natural fluctuations in workload, each plan includes a **5 % monthly buffer** beyond the stated allowance.

For example, a Plan-75 subscription allows up to approximately **1,712 letters per month** before review.

If a practice consistently exceeds the monthly allowance (including the 5 % buffer) for two consecutive months, LetterAssist may recommend upgrading to the next plan tier to maintain optimal service performance. LetterAssist reserves the right to take reasonable technical or operational measures, including temporary access limits, if excessive usage materially impacts system performance or breaches this Fair Use Policy.

Usage will be monitored automatically through the LetterAssist platform based on letter upload and processing metrics.

4. Incident Management

LetterAssist classifies incidents according to NHS England’s Incident Management and Severity Guidelines. Support for critical incidents is available 24x7. Non-critical incidents are handled during Business Hours.

Severity levels and target response/resolution times are as follows:

SEVERITY LEVEL	DESCRIPTION	TARGET RESPONSE TIME	TARGET RESOLUTION TIME
1 – CRITICAL	Complete service outage or data loss incident	1 hour	Continuous work until resolved
2 – HIGH	Major functionality loss with no workaround	4 hours	1 business day
3 – MEDIUM	Partial loss or degraded performance	1 business day	3 business days
4 – Low	Minor defect or cosmetic issue	2 business days	Next scheduled release

5. Support and Communication

Healthcare Organisations and users can contact LetterAssist support at support@letterassist.ai. LetterAssist aims to respond to all non-critical support requests within two Business Days. Critical incidents (Severity 1) are monitored continuously, 24x7.

6. Complaints and Feedback Process

If a user wishes to escalate an issue or submit a complaint, they should email support@letterassist.ai. LetterAssist will acknowledge receipt within two Business Days and issue a case reference number. Complaints will be investigated by the relevant team, with an initial response provided within five Business Days. If additional time is required, the complainant will be updated every five Business Days until resolution. LetterAssist aims to resolve all complaints within thirty (30) Business Days.

Clinical safety or information governance-related complaints may be escalated directly to the Clinical Safety Officer or Data Protection Officer / IG Lead (info@letterassist.ai).

7. Performance Review and Reporting

LetterAssist will review service performance quarterly and may share uptime metrics, incident summaries, and improvement actions with participating Healthcare Organisations.

8. Exclusions

This SLA applies only to the availability and performance of the LetterAssist platform itself. It does not cover outages or degradation caused by third-party systems, national integrations, or the Healthcare Organisation's local infrastructure. If the user is accessing LetterAssist free of charge, no commercial remedy or compensation is available for downtime or performance issues. Events arising from Force Majeure, user misuse, or unauthorised modifications are also excluded.

9. Governing Law

This SLA shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Signatures

For and on behalf of LetterAssist Ltd:

Name: _____

Position: _____

Signature: _____ Date: _____

For and on behalf of [Healthcare Organisation]:

Name: _____

Position: _____

Signature: _____ Date: _____