



# PHEOWL LTD – SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) outlines the service expectations, performance standards, and commitments between PHEOWL LTD and its clients. By entering into this agreement, both parties agree to the following terms and conditions regarding the provision of services.

PHEOWL LTD is committed to delivering high-quality services to its clients in architectural design, video production, creative and design services, and engineering consulting. This SLA defines the service levels, response times, and responsibilities of both PHEOWL LTD and the client.

## Scope of Services

The services covered under this SLA include but are not limited to:

- **Architectural Design Services (SIC 71111):** Design and planning for residential, commercial, and other architectural projects.
- **Production Services (SIC 59112):** Video production, editing, and post-production services.
- **Creative and Design Services (SIC 74100):** Graphic design, branding, and multimedia design.
- **Engineering Consulting and Planning (SIC 71121):** Technical and engineering consulting services for planning, design, and execution.

## Service Performance Standards

PHEOWL LTD commits to meeting the following performance standards:

- **Quality of Service:** All services will be provided to a high standard in accordance with the specifications and requirements agreed upon in the project agreement.
- **Timeliness:** Services will be delivered within the agreed timelines as outlined in each specific project agreement. Any delays will be communicated promptly to the client with a revised delivery timeline.
- **Availability:** PHEOWL LTD will be available during regular business hours 9:00 AM to 6:00 PM GMT for project support, consultation, and inquiries.

## Service Levels

PHEOWL LTD will ensure the following service levels:

- **Response Time:** Initial responses to client queries or support requests will occur within 24 hours of receipt.
- **Resolution Time:** PHEOWL LTD will resolve any issues related to project deliverables within 7 business days, unless otherwise stated in the project agreement.
- **Project Updates:** Clients will receive regular project updates, including milestone reports, at intervals agreed upon in the project agreement (e.g., weekly, bi-weekly).

## Client Responsibilities

To ensure smooth service delivery, clients are responsible for the following:

- **Providing Accurate Information:** The client must provide clear and accurate specifications, materials, and feedback for the project.
- **Timely Communication:** The client must respond to requests for information or approval promptly to avoid delays in service delivery.
- **Project Documentation:** Clients are responsible for ensuring that any third-party licenses, approvals, or permissions needed for the project are obtained.

## Service Availability and Support

PHEOWL LTD offers support for its services during business hours, as follows:

- **Email Support:** Available for non-urgent issues and inquiries. PHEOWL LTD will respond to email queries within 24 hours.
- **Phone Support:** Available for urgent issues or real-time consultations during business hours. PHEOWL LTD will respond within 2 hours during business hours.

## Service Credits and Penalties

In the event that PHEOWL LTD fails to meet the agreed service levels as outlined in this SLA, the client may be entitled to service credits. These credits will be determined based on the level of the service shortfall and will be applied to future service invoices. Specific penalties or service credits will be defined in the individual project agreements.

## **Escalation Process**

If the client is dissatisfied with the resolution of a support request or service issue, they may escalate the issue to a higher level of management at PHEOWL LTD. The escalation process is as follows:

- **Step 1:** Client contacts the assigned project manager or support representative to request a review of the issue.
- **Step 2:** If the issue is not resolved to the client's satisfaction, it will be escalated to senior management for further investigation.
- **Step 3:** Senior management will work with the client to resolve the issue promptly. If a resolution cannot be reached, the matter will be subject to the dispute resolution procedure as outlined in the **Terms & Conditions**.

## **Change Management**

Any changes to the scope of the services or the project agreement must be documented in writing and agreed upon by both parties. PHEOWL LTD will provide the client with an updated timeline, deliverables, and pricing information (if applicable) following any changes.

## **Termination of Agreement**

Either party may terminate the service agreement with written notice if there is a material breach of the SLA or the project agreement. In the event of termination, the client will be entitled to a refund for any services not delivered or work not completed, as determined by the terms of the agreement.

## **Governing Law**

This SLA is governed by and construed in accordance with the laws of England and Wales. Any legal action related to this SLA shall be subject to the exclusive jurisdiction of the courts of England and Wales.



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Rahat Al Meem  
CEO & Founder