



SERVICE LEVEL AGREEMENT (SLA)

This Service Level Agreement ("SLA") is entered into as of [Effective Date], by and between **Launchpad Careers, Inc., a Nevada corporation** with its principal place of business at 530 Technology Drive, Ste. 100 & 200, Irvine, CA 92618 ("Provider"), and **[Customer Name]** ("Customer"), with principal offices at [Client Address].

At Launchpad Careers, Inc., we value our partnership with customers and are committed to delivering a high standard of service. This SLA sets forth the mutual expectations for system performance, support, and service delivery to ensure the ongoing success of your organization while using our platform. Our goal is to proactively support your team and minimize disruptions to business operations.

This SLA applies exclusively to Launchpad's proprietary application (Launchpad) and related services. It does not extend to the underlying Salesforce platform or any third-party systems not managed directly by Launchpad.

1. DEFINITIONS

This document provides the service levels, responsibilities, expectations regarding system availability, support, response times, and issue resolution.

Service Availability: The percentage of time the Services are accessible and functioning as intended, excluding scheduled maintenance.

Scheduled Maintenance: Planned downtime for upgrades, patches and other platform-level service improvements.

Emergency Maintenance: Unplanned, critical maintenance necessary to prevent or address outages or vulnerabilities.

Incident: Any event that disrupts normal service operation.

Business Hours: Monday through Friday, 9:00 a.m. – 5:00 p.m. Pacific Time, excluding public holidays.

2. SERVICE AVAILABILITY

Launchpad will use commercially reasonable efforts to ensure 99.5% uptime over a rolling 12-month period, excluding scheduled maintenance and force majeure events. Uptime is monitored internally and through the Salesforce Trust Site - <https://status.salesforce.com/> Customers have uptime access and review to reporting.

Service Level Agreement

www.launchpadco.com

Page 1



SERVICE LEVEL AGREEMENT (SLA)

Category	Description
Guaranteed Uptime	99.5% uptime over 12 months (excluding scheduled maintenance or force majeure).
Monitoring	24/7 system monitoring via Salesforce Trust Status Portal (status.salesforce.com).
Service Exclusions	Issues beyond Launchpad's control, including Salesforce outages, third-party systems, or local network failures.
Incident Reporting	Customers must submit a written notice if they believe uptime fell below 99.5%. Launchpad will confirm within 5 business days.

3. SUPPORT AND RESPONSE TIMES

Launchpad prioritizes issue resolution based on severity to ensure minimal impact on operations. The table below categorizes response and resolution expectations.

Service Level	Definition	Response Time	Resolution Timeframe
P1 - Critical	System-wide failure/security breach impacting all users	1-hour acknowledgment	Investigate & mitigate immediately, resolution depends on complexity
P2 - High	Major impairment affecting core functionality or business operations for a defined group of users.	5-hour acknowledgment	Investigate & mitigate, resolution depends on complexity
P3 - Medium	Usability issue with an available workaround, affecting a defined group of users	24-hour acknowledgment	Investigate & mitigate, resolution depends on complexity
P4 - Low	Non-critical issues not impacting business operations (e.g., cosmetic, documentation, or UI-related feedback).	72-hour acknowledgment	May be addressed in a future product release. M&O subscribers may receive prioritized resolution based on their tier level.



SERVICE LEVEL AGREEMENT (SLA)

If an issue remains unresolved beyond the expected response timeframe, customers may request escalation through their assigned account manager or Lead Manager.

4. SUPPORT CHANNELS

Support is available during Business Hours.

Support Type	Hours of Operation	Response Time Commitment
Standard Support	Monday – Friday, 8:00 AM – 5:00 PM PST	Refer to Support and Response times in Section 3.
After-Hours Support	Available at an additional cost	Based on emergency tier
Contact Methods	Email: Provided upon onboarding (customized per customer) Phone: Direct support number provided to designated contacts	

This section outlines the roles of both Launchpad and the customer.

Responsibility	Description
Provider Responsibilities	Ensuring system stability, providing technical support, maintaining security compliance, and timely updates.
Customer Responsibilities	Assign a designated Lead Manager as the primary point of contact. This individual will be responsible for reporting issues, prioritizing requests, providing detailed instructions (including step-by-step guidance and screenshots when applicable), and coordinating internal feedback. Customers must also grant necessary system access for troubleshooting and ensure adherence to security best practices. The Lead Manager should have the authority to escalate service concerns and approve changes affecting their account.



SERVICE LEVEL AGREEMENT (SLA)

5. MAINTENANCE AND UPDATES

Launchpad is committed to ensuring platform stability while minimizing disruption to customers. Maintenance activities fall into the following categories:

Maintenance Type	Description	Notification Timing
Scheduled Maintenance	Planned updates to improve system performance, apply enhancements, or upgrade components. Conducted during off-peak hours to minimize impact.	Minimum 30 days' advance notice
Emergency Maintenance	Urgent fixes applied to prevent outages or security vulnerabilities. May be unplanned but critical to platform stability.	As soon as reasonably possible based on severity
Updates & Patches	Bug fixes, security patches, and incremental updates. May occur periodically. Launchpad will minimize disruptions and notify customers when impactful.	Collaboration to customer lead and Product Support

6. DATA SECURITY AND BACKUP

Launchpad prioritizes the confidentiality, integrity, and availability of customer data. As the Launchpad application is built on top of Salesforce, all data security and backup protections rely on the combined capabilities of Salesforce's infrastructure and Launchpad's application layer.

Data Security

All customer data is encrypted both in transit and at rest using industry-standard protocols enforced by Salesforce. Launchpad further supports secure data handling by implementing:

- **User Access Controls** – Access to data and application features is governed by Salesforce and Launchpad role-based permissions.
- **Role-Based Permissions** – Users are granted access only to the data and features necessary for their roles.



SERVICE LEVEL AGREEMENT (SLA)

- **Multi-Factor Authentication (MFA)** – MFA is required to access the platform, adding an additional layer of protection beyond passwords. This is enforced at the Salesforce platform level and is a critical safeguard against unauthorized access.
- **Audit Logging** – Key user activities and access patterns are logged to support audit trails, usage monitoring, and compliance.

Backups and Retention

Salesforce performs regular, automated backups of both data and metadata as part of its managed platform services. These backups are retained for a minimum of 30 days. However, Salesforce does not provide direct access to these backups by default.

If data recovery is required, the Customer must submit a request directly to Salesforce, and Salesforce may charge a fee for the recovery service. Launchpad can assist customers in initiating this request but is not responsible for backup retention, recovery timing, or associated Salesforce fees.

We recommend that Customers consider implementing their own backup and export strategies using available Salesforce tools or trusted third-party backup solutions to ensure additional data protection and on-demand recoverability.

This may include:

- Subscribing to Salesforce's Data Recovery Services (if available)
- Using Salesforce-native backup tools or third-party solutions such as OwnBackup or Spanning Backup
- Performing regular data exports via Salesforce's Data Export functionality

Disaster Recovery

In the event of a disruption, Launchpad will rely on Salesforce's disaster recovery infrastructure. Additionally, Launchpad has application-level procedures in place to support service restoration and reduce operational downtime.



SERVICE LEVEL AGREEMENT (SLA)

Customer Recommendation

Customers are responsible for understanding their data retention requirements and implementing appropriate backup strategies. Launchpad recommends that customers:

- Maintain regular exports of critical reports or datasets
- Store data copies outside the Salesforce environment if needed for audit or compliance
- Designate a data steward or system admin responsible for coordinating backup policies internally

7. DISCLAIMER OF WARRANTIES

Except as expressly set forth in this SLA, all services are provided “as is” and without warranty. Launchpad is not responsible for third-party services or data not managed directly by Launchpad.

8. SERVICE CREDITS

No service credits are provided under this standard SLA. Customers with a Premium M&O Agreement may be eligible for service credits, as defined in that separate agreement.

This SLA may be supplemented by a separate Maintenance & Operations (M&O) Agreement. In case of conflict, the M&O Agreement shall take precedence regarding operational service levels.

9. AGREEMENT AND ACCEPTANCE

Launchpad is committed to delivering reliable, secure, and consistent service to our customers. This SLA remains in effect for the duration of the Customer’s active subscription.

- **Modifications:** Launchpad may update the terms of this SLA with 30 days’ advance written notice. Continued use of the services after such notice constitutes acceptance of the updated terms.
- **Termination:** Either party may terminate this SLA with 30 days’ written notice.



SERVICE LEVEL AGREEMENT (SLA)

By signing below, Customer acknowledges receipt and understanding of this SLA and agrees to the service level terms outlined herein. For questions or clarifications, please contact your Launchpad account representative.

Launchpad Careers, Inc.

Customer

By: _____
Authorized Signature

By: _____
Authorized Signature

Print Name:

Print Name:

Title:

Title:

Date:

Date: