

# Service Level Agreement (SLA)

**Effective Date:** 6th of March 2026

This **Service Level Agreement** (“SLA”) defines the service availability, support standards, and responsibilities provided by **Ganttlic OÜ, Vallikraavi 2, 50103 Tartu, Estonia** for its cloud-based resource management software Ganttlic.

This SLA applies to all paid subscription plans.

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## 1. Service Availability

Ganttlic is delivered as a cloud-based SaaS solution and is intended to be continuously accessible.

The service is hosted on **Amazon Web Services (AWS)** infrastructure within the **European Union** and maintains an uptime level of **99.9%**.

Temporary interruptions may occur due to:

- Scheduled maintenance
- System updates or improvements
- Emergency maintenance
- Third-party infrastructure disruptions
- Force majeure events

Where reasonably possible, planned maintenance will be carried out in a manner intended to minimize service disruption.

If maintenance is expected to result in noticeable downtime, customers will be informed in advance within a reasonable timeframe through notifications in the Ganttlic web application and where appropriate by email from **info@ganttlic.com**.

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## 2. Support

Technical support is included with all paid subscription plans at no additional cost.

All support requests must be submitted via email to:  
**support@ganttlic.com**

An initial response will be provided no later than **48 hours** after receipt of the request.

Initial response time refers to the first reply provided by the support team. Tickets are reviewed and prioritized based on urgency and impact to ensure that critical issues receive appropriate attention.

### Support Performance

Based on support ticket data from the past **24 months\***:

- 69% of tickets received an initial response within 24 hours
- 50% were answered within 8 hours

\*These figures reflect historical performance and do not constitute a contractual guarantee.

Direct support sessions (e.g., live demos or calls) may be scheduled upon a request, subject to the availability of support specialists. A free live support demo session can be booked at: <https://www.gantt.com/support-demo-booking>

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### **3. Incident Handling**

In the event of a service disruption:

- Customers should report the issue to **support@gantt.com**
  - Reported incidents are assessed and prioritized internally
  - Gantt will take appropriate measures to investigate, mitigate, and resolve the issue
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### **4. Data Security**

Gantt implements appropriate technical and organizational measures to protect customer data. Infrastructure-level security provided through AWS.

Further details regarding data protection and processing are defined in the [Gantt Data Processing Agreement](#) (DPA) and [Gantt Security](#) documentation.

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### **5. Data Backup**

Gantt performs regular automated backups of production data to support service continuity and recovery in the event of technical failure.

The platform is hosted across multiple AWS availability zones within the European Union to improve system resilience.

Backups are securely stored within AWS infrastructure and retained in accordance with Gantt's internal data protection and security policies.

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### **6. Scope**

This SLA describes Gantt's standard service levels. Any additional or modified service commitments must be agreed separately in writing by both parties.

Gantt OÜ reserves the right to update this SLA from time to time to reflect operational, technical, or legal changes.