

Service levels (early access)

WW-SLA · 2026.2-draft · effective 21 August 2026 · review quarterly

DRAFT — not legal advice — not counsel-reviewed. Early-access copy for Workshop Wrench. Do not treat this as a GA customer contract. The legal entity ABN is not yet recorded; party blocks are SPECIMEN.

Scope

This exhibit describes how we talk about availability and support for Workshop Wrench during early access. It does **not** publish an availability percentage. We do not claim a measured SLO until /status is backed by production telemetry on a named environment.

Status

workshopwrench.com.au/status is an honest label page (Live / Partial / Stub / Dry-run). It is not a multi-region status mesh and not a contractual dashboard.

Support

Channel	Email to the published sales/support address
Hours	Business days 09:00–17:00 AEST
Languages	English
On-call	Not offered on Starter/Growth

Severity (targets, not guarantees)

Sev	Meaning	Target first response
S1	Tenant isolation failure or total inability to log in on production	Next business day (early access)
S2	Core board / invoice issue with workaround	2 business days
S3	Degraded module, Stub integration	5 business days
S4	How-to, collateral, docs	Best effort

Credits

No service credits apply until we publish a measured SLO with evidence. Enterprise may negotiate a custom exhibit — still not a invented uptime number.

Exclusions

- Customer internet, devices, or misconfiguration

- Partner rails that are Stub (SMS, Stripe, Xero, EFTPOS)
- Shared demo garage load and seed resets
- Scheduled maintenance notified on /status
- Force majeure

Templates assist workflows. They are not legal advice, not a government form, and not a certification. Counsel must review before paying tenants or public compliance claims.

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