Service Level Agreement (SLA)

RIADVICE is committed to delivering exceptional service and support to our customers. While we delegate network uptime and hardware management responsibilities to our chosen hosting providers, we ensure that our partners share our commitment to quality and reliability. We advise our customers to familiarize themselves with the hosting provider's SLA, as it outlines the specific guarantees and procedures for addressing network and hardware issues. RIADVICE actively works with our providers to address and follow up on issues affecting our customers, ensuring the highest level of service continuity and satisfaction.

1. Office Hours

Understanding the importance of clear communication regarding our availability, RIADVICE hereby includes office hours within our SLA to delineate when our support team is available to assist you:

Normal Period:

- **Morning Time**: 8:30 AM to 12:30 PM (Tunis time)

- **Break Time**: 12:30 PM to 1:30 PM (Tunis time)

- **Evening Time**: 1:30 PM to 5:30 PM (Tunis time)

Special Periods:

- **Ramadan**:

    o **First Session Time**: 8:00 AM to 12:30 PM (Tunis time)

    o **Break Time**: 12:30 PM to 1:00 PM (Tunis time)

    o **Second Session Time**: 1:00 PM to 3:30 PM (Tunis time)

- **Summer** (1 July to 31 August):

    o **Morning Time**: 8:00 AM to 12:00 PM (Tunis time)

    o **Break Time**: 12:00 PM to 1:00 PM (Tunis time)

    o **Evening Time**: 1:00 PM to 5:00 PM (Tunis time)

These hours are established to ensure that our customers know when they can expect direct support and communication from RIADVICE. Outside of these hours, customers can still reach out through our official support channels, and we will address all inquiries as promptly as possible within the next business period.

2. Adjustment to Time Zones

Please note that all times mentioned are in accordance with Tunis time. We accommodate these hours to best serve our customers across different regions, ensuring accessibility and responsiveness.

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