



Service Level Commitment - Become Education

Date	6.5.25
Version	1.1

1. Support Response & Issue Resolution Times

The Company shall endeavour to respond to all support requests within 1 Business Day. Support is provided via email at support@become.education. Support services are available during standard business hours in New South Wales, Australia.

Where further action is required, support requests will be triaged and Subscribers can expect a resolution to the issue (or a plan for resolving the issue) according to the following priority levels:

- Critical: Within 4 hours.
- High: Within 1 Business Day.
- Medium: Within 2 Business Days.
- Low: Within 5 Business Days.

2. Platform Availability

The Become.me platform maintains a minimum 99.99% uptime, excluding scheduled maintenance.

Scheduled maintenance will be communicated in advance where possible.

3. Data Backup and Recovery

Continuous backups are performed using Azure Backup and Azure Cosmos DB.

Data is retained for a rolling period of 30 days before secure deletion.

Recovery Time Objective (RTO): Minutes.

Recovery Point Objective (RPO): 1 second.

Data stored in Azure Backup is protected with up to 12 nines of durability.



4. Security Incident Response

The Company has a Cyber Incident Response Plan in place which is compliant with national and industry standards (Australian Government Information Security Manual (ISM); NIST Computer Security Incident Handling Guide). The Company will notify Subscribers immediately upon becoming aware of any breach or potential breach of security which may affect their data.

In the event of a Security Incident, the Company will:

- Cooperate fully with any investigation or queries requested by the Subscriber.
- Carry out any steps reasonably required by the Subscriber to comply with obligations under the Privacy Act 1988 (Cth).

5. Monitoring and Reporting

The Company will monitor platform performance and availability continuously. Response and resolution times for support ticket requests are analysed regularly to review our performance against these standards.