

SERVICE LEVEL AGREEMENT

Totara LMS Service Level Agreement

Updated August 2026 - Version 5

Continuous monitoring

We monitor platform availability around the clock to maintain site uptime, ensuring any outages or disruptions are identified and addressed promptly. Any incidents identified through monitoring are logged and triaged in accordance with the severity levels outlined below.

Help and support

Our Service Desk team is here to support your Named Site Administrators with system administration queries, troubleshooting, and resolving any issues or challenges with your Totara LMS platform efficiently and promptly. Once your support account is set up, you will have access to a dedicated support email address and support portal, or you can reach us by phone, as outlined below.

Our service levels

Our Service Levels for responding to any issues that may arise with your Totara LMS solution are as follows. All response times are measured during the regional business hours listed under Contact Us.

Urgent / critical	High	Medium / normal	Low	Uptime
1 hour	2 hours	4 hours	24 hours	99.5%

Contact us

Log in kineo.atlassian.net/servicedesk/customer/portals at any time to update or review progress on an issue. You will also receive an automated email update whenever your open tickets are updated.

APAC Phone: Australia 1300 303 318 New Zealand 0800 700 086 Hours: Mon-Fri, 9am - 5pm ACST	EMEA Phone: +44 (0) 808 812 6413 Hours: Mon-Fri, 9am - 5pm GMT	US Phone: +1 855 955 5393 Hours: Mon-Fri, 9am - 5pm CST
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Severity levels

Mindtools Kineo describes the levels of service in terms of Severity Levels. The four levels are described in the table below, along with examples of situations in each level. Priority levels are assigned by Mindtools Kineo in consideration of the impact and urgency of each request at the time it is logged.

Severity level	Description
Level 1: Urgent Critical business impact	For Severity Level 1 problems, we will begin work on the problem within one hour of notification and handle it as the highest priority until the customer is given a fix or workaround. Customer resources must be made available in Severity Level 1 situations and reasonable cooperation with Mindtools Kineo to resolve the issue. Severity Level 1 problems could have the following characteristics: • System hang or crash situations • Data loss or data corruption • Critical functionality not available • Severely degraded performance
Level 2: High Significant business impact	Important product features are unavailable with no acceptable workaround. The system may be operating but is severely restricted. Severity Level 2 problems could have the following characteristics: • Functionality unavailable but system can operate in a restricted fashion • Questions on product functionality or configuration during implementation
Level 3: Normal Minimal business impact	Product features unavailable but a workaround exists, with the majority of system functions still useable. Minor function/feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss of operational functionality. Severity Level 3 problems could have the following characteristics: • Error message with workaround • Minimal performance degradation • Incorrect product behaviour with minor impact
Level 4: Low Nominal business impact	Minor problem or question that does not affect the software function such as 'How To', documentation, general questions, or enhancement requests. There is no impact to product usage or customer's operations. Severity Level 4 problems could have the following characteristics: • General requests for advice on product usage • Clarification on product documentation or release notes • Product enhancement request