Glob.AI OS

SLA

Response Times and Technical Support Guidelines

1. Introduction

This Service Level Agreement (SLA) establishes the response times, resolution, and scope of technical support provided for **Glob.AI OS.**

This document applies to all customers with an active subscription to Glob.AI OS. Glob.AI OS has a formal incident management system that allows for the registration, tracking, auditing, and complete traceability of all tickets opened by customers.

2. Scope of Service

The technical support service covers incidents related to:

- The **functionality**, **performance**, **configuration**, and **operation** of the Glob.AI OS platform. ● Modules included in the customer's contract (e.g., Corporate Hub, RAG, Integrations, Agent HUB, etc.).

Excluded from the scope are:

- Incidents related to infrastructure not managed by Globant.
- Third-party configurations, external accesses, connectors, or systems outside the contracted scope.
- Requested changes as evolutionary improvements or consulting.

3. Incident Reporting Channel

Customers can report incidents through:

- **Email:** support@glob.ai. To indicate the priority of the ticket, include **[High]**, **[Medium]**, or [**Low]** at the beginning of the email subject.
- **Issue Tracking Web:** https://globant-services-noc.atlassian.net/helpcenter/GEAIS/ Users entering for the first time will be prompted to create an account.

The system will automatically assign a ticket number for tracking.
All interactions are recorded to ensure traceability and compliance with the SLA.

4. Severity Classification

The severity of the incident determines the priority, response times, and resolution.
According to the provided SLA image:

High
Severe degradation, production halted.
Important functionality unavailable and multiple users affected.
Medium
Development halted.
Partial impact or specific users affected.
Low

Minor error, inquiries, or improvement requests.
Limited impact.

5. Response and Resolution Times for Customers with Active Subscriptions

L1:

Priority	First Response	Escalation	Support 7×24
High	15 min	30 min	Yes
Medium	30 min	60 min	Yes
Low	60 min	120 min	Yes

L2:

This level is activated when:

- The L1 team cannot resolve the incident within its operational scope.
- The ticket requires advanced analysis, validation of internal functionality, or engineering intervention.
- The inquiry involves technical components not directly handled by L1.

Priority	Response	Support
High	24 h	Standard 8×5
Medium	48 h	Standard 8×5
Low	72 h	Standard 8×5

Note: Resolution times may vary depending on the complexity of the incident and external dependencies. L1 times apply exclusively to incidents related to the operation of Glob.AI OS; for cases outside the contractual scope, Glob.AI OS may apply L2 times.

6. Incident Management Flow

1. **Registration**
   The ticket is automatically created in the system with a traceable number.
2. **Assignment**
   A technician is assigned to the case based on priority and affected module.
3. **Diagnosis and Actions**
   The technician gathers additional information, reproduces the incident, requests logs, or performs validations as appropriate. If support staff needs more information about a ticket to resolve it, the customer will receive an email with the request. This email will contain a link that allows

responding to the request from the Web application or directly replying to the email received from support. In both cases, the ticket in the system will be updated. All communications regarding the ticket between the customer and support staff are recorded in the system, allowing for complete tracking.

4. **Resolution or workaround**
   A final or temporary solution is provided based on the analysis status.
5. **Ticket Closure**
   The case is closed when the customer confirms the resolution or no further actions are required.

7. Roles and Responsibilities

Customer

- Report incidents with appropriate severity.
- Provide necessary information for diagnosis.
- Ensure access to logs, systems, and technical credentials when applicable.

Glob.AI OS

- Address incidents within defined times.
- Escalate internally when necessary.
- Maintain traceability and continuous communication.

8. Confidentiality and Data Use Statement

All incidents are handled in strict compliance with corporate security, privacy, and confidentiality policies, aligned with global standards.

Copyright © Globant LLC 2025.
All rights reserved.
Reproduction without express authorization from Globant is prohibited.