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SERVICE CHARTER AND SLA

Quality, assistance, maintenance and complaints

CloudVoce.it | **Version:** 1.8 - 31 October 2026

1. Scope

This Charter applies to the CloudVoce application and PBX components managed by CODENEX. Carrier networks, Customer connectivity, local devices, power and third-party services are outside direct control.

2. Indicators and objectives

Objectives are general standards, not absolute guarantees for external dependencies. A different service level applies only if stated in the order. Measurement and publication are updated as service or law changes.

Indicator	Standard objective	Measurement
Monthly panel and PBX availability	99.5%	Excludes announced maintenance, Customer network/power/devices, third-party carrier, force majeure and legitimate suspension
Critical incident acknowledgement	Within 4 business hours	From a complete ticket during support hours
Non-critical incident acknowledgement	Within 1 business day	From a complete ticket
Information/configuration request	Within 2 business days	From a complete request
Scheduled maintenance	48 hours' notice where reasonably possible	E-mail or banner; urgent security work excluded

3. Support

Channels: panel ticket and hello@codenex.it. A ticket should include tenant, safe contact, time, affected number/extension, description and tests, but never passwords. P1: all-company telephony unavailable; P2: major function degraded; P3: ordinary request. Objectives concern acknowledgement, not resolution time.

4. Maintenance and continuity

Signed updates use backup and application rollback. Network controls, fail2ban, SIP protections and encrypted backups are used. Geographic high availability and automatic multi-server failover are not represented as included; a local server failure may require technical recovery.

5. Complaints

A complaint should state customer, service, facts, dates, contact and requested remedy. Receipt is confirmed within two business days and CODENEX aims to provide a reasoned response within 30 calendar days, subject to mandatory shorter periods or requests for further information.

6. Refunds and compensation

No automatic credit applies beyond the order. The Customer may request a documented remedy for failure attributable to CODENEX. Mandatory refunds or compensation under applicable law or authority measures remain unaffected. No remedy is due for excluded periods or causes.

7. Emergency and security

112 continuity cannot be guaranteed without Internet, power, line and accurate carrier location. The Customer maintains an independent alternative, informs users and follows the 112 Notice. Proportionate security blocks may be applied to protect tenants and networks.

8. Updates

The current Charter is published on the website and in the contractual catalogue. Updates follow the notice and acknowledgement rules in the Terms and document system.