



*This SLA is still active for clients who have contracts with us prior to December 1st 2024. For our most recent SLA, please visit our website: [www.castoredc.com/SLA/](http://www.castoredc.com/SLA/)*

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## Castor EDC – Service Level Agreements

You can choose from three service levels to support your projects.

### **Bronze**

Includes:

- Availability: 99%
- Maximum resolution plan time critical functionality: 6 days\*
- Email response within 12 hours (average <2 hours)\*\*
- Advanced technical guidance: Can be purchased separately\*\*\*
- 24X7 basic phone support\*\*\*\*

### **Silver**

Includes:

- Availability: 99.5%
- Maximum resolution plan time critical functionality: 4 days\*
- Email response within 8 hours (average <1 hour)\*\*
- Advanced technical guidance: 6 hours per year\*\*\*
- Frequently used reports (2) for SDV and data completion
- 24X7 basic phone support\*\*\*\*

### **Gold**

Includes:

- Availability: 99.9%
- Maximum resolution plan time critical functionality: 2 days\*
- Email response within 6 hours (average <45 minutes)\*\*



- Advanced technical guidance: 12 hours per year\*\*\*
- Frequently used reports (2) for SDV and data completion
- 24X7 basic phone support\*\*\*\*

*\*Includes system access; creation of study databases; storage, modification, and accessibility of data (resolution plan or suitable work-around provided; times provided according to best effort)*

*\*\*Weekdays from 9:00am – 2:00am CET/CEST and from 3:00am – 8:00pm EST/EDT (excluding regional holidays)*

*\*\*\*Includes support with creating calculations and automations; audit trail exports; study reviews and consultations*

*\*\*\*\*24X7 basic phone support is to be used for reporting critical issues that require escalation (i.e., Castor EDC application outage) Phone numbers can be found [here](#).*

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