Tidal NETWORK CONNECTING COMMUNITY	**Policy Title: Service Level Agreement (SLA)**		
	Department: Tidal Network		
	Approval: Approved		
	Policy#: POL-003	**Original Effective Date: 04/30/2025**	
	Page: 1 of 3		**Last Revised: 10/20/2026**

1. Purpose

This Service Level Agreement ("SLA") applies to all subscribers ("you" or "Subscriber") of Tidal Network ("TIDAL"), operated by the Central Council of the Tlingit & Haida Indian Tribes of Alaska ("Tlingit & Haida").

By using TIDAL services, you agree to the service standards, response targets, and terms outlined in this SLA. This SLA outlines TIDAL's service standards and response targets as "best-effort" commitments. The targets and metrics provided in this SLA represent goals and intended service levels but are not legally binding guarantees.

Please review this SLA carefully, as it forms part of your agreement with TIDAL. For additional terms, see our Terms of Service. For details on data handling, see our Privacy Policy.

2. Scope of Services

This SLA covers all customer support services provided by Tidal Network, including technical assistance, billing support, and response to service interruptions or outages.

3. Service Performance Metrics

Metric	Target
Network Uptime	99.9% monthly availability
Download Speed	25 Mbps minimum
Upload Speed	3 Mbps minimum
Latency	≤ 50 ms average
Packet Loss	≤ 1%

Metric	Target
Time to Restore (TTR)	< 48 hours (major outage)

Please note: These metrics are provided as performance targets and are not guaranteed. Actual performance may vary based on environmental, technical, or other factors beyond TIDAL's control.

4. Support and Issues

Hours of Operation – Monday – Sunday 8:00 am – 4:30 pm

Customers may contact support via:

- **Phone:** 907-463-7966 - Immediate response during business hours, voicemail support after hours.
- **Email:** support@tidalnet.com - Available 24/7 with responses as per the above standards.

Response Times:

- Initial Response: Customers will receive an acknowledgment of their support request within 3-4 hours during business hours.
- Follow-Up: Updates on ongoing issues will be provided at a minimum of once every 24 hours until resolution.

Issue Resolution:

- Minor Issues: Aim for resolution within 24 business hours.
- Major Issues: Aim for resolution within 8 business hours.
- Critical Issues: Aim for resolution within 5 business hours.

Please note: These resolution times are provided as best-effort targets and not guaranteed commitments. Actual resolution times may vary based on the nature, complexity, and circumstances surrounding each issue.

5. Performance Monitoring

- Daily checks and document findings
- Monthly reviews will be conducted to assess compliance with the SLA standards.
- Customer feedback will be collected to continuously improve service quality.

6. In-Home Network Equipment Install

- **Initial Setup Timeframe:**

  - Starlink Install – 2 hours
  - BEC/Plume Install – 2/3 hours
- **Requirements for Site Readiness:** Customer agreeing to install and service terms, building owner permission, Clear view to sky (Starlink) or tower (BEC), consistent power source, customer being around the premises while the install is going on.

7. Planned Maintenance

- Maintenance windows will be scheduled during off-peak hours.
- Customers will be notified **at least 48 hours** in advance.
- Emergency maintenance may occur with shorter notice if required.

8. Exclusions

This SLA does not cover:

- Issues caused by Customer's internal network or equipment
- Third-party applications or services
- Force majeure events (e.g., natural disasters, civil unrest)

9. Review and Revisions

This SLA will be reviewed periodically and may be updated as needed to reflect changes in our services, business needs, or customer requirements. Any changes will be communicated by posting a notice on our website.

10. Contact Information

If you have any questions about these Terms of Service or need any assistance with your TIDAL service, please reach out to us. Below is our contact information for customer support and official communications:

Customer Support Phone (Local): (907) 463-7966

Customer Support Phone (Toll-Free): 1-855-463-7966

Email: support@tidalnet.com

You can call the local or toll-free number above to speak with a TIDAL representative during our regular business hours. Our support team can help with technical issues, billing questions, or service changes/cancellations. The email address can be used for non-urgent inquiries or to receive support; please include your name and account details when emailing so we can assist you efficiently.

Mailing Address: If you need to send us any written correspondence, you can mail us at:

Central Council of Tlingit & Haida Indian Tribes of Alaska
Attn: Tidal Network

PO Box 25500

Juneau, AK 99802

United States

We also encourage you to visit our website **tidalnet.com** for additional resources, FAQs and news about our service. Any formal notices regarding the service or this agreement will be posted via our website.

How Tidal Networks May Contact You

You authorize TIDAL to contact you regarding your Service or Agreement via mail or courier service at your provided address; email at the address you provided (or later update); phone call, voicemail, or text message at the phone number(s) you provided (or later update); or through in-person visits to your premises, as needed. You agree to keep your contact information current and notify TIDAL promptly of any changes.