

Service Level Agreement



Thinking Nation Corp

Advance Placement Practice Exams: B2C

Service Level Agreement

Introduction: This Service Level Agreement (SLA) outlines the terms and conditions for the Advance Placement Practice Exams (APPE) services provided by Thinking Nation Corp (TNC). This agreement covers various aspects of the services and aims to ensure that its users receive reliable access to the platform, timely support, secure data handling, and effective grading services. The key provisions of the SLA are as follows:

1. Scope of Services: TNC provides the following services as part of this agreement:
 1. Platform Access: Students will have access to the online testing platform for APPE. Parents can be added to their student portals as viewers.
 2. Automated Grading: AI grading is utilized based on AP aligned rubrics and exam aligned guidelines, providing individualized feedback to students.
 3. Data and Reporting: TNC will provide comprehensive data reports, including student performance analytics, to the user upon completion of the APPE test.

1. Test results and reports will be sent to the provided student email and any added email addresses (parent and/or teacher).
 2. APPE test results can be requested by emailing hey@thinkingnation.org
4. Help Desk Services: Users have unlimited access to a help desk ticketing service for resolving any platform-related issues.
 1. The response time for submitting a Help Desk ticket will not exceed 1 business day.
 2. Some tickets may require follow-up questions and clarifications, which may affect the turnaround time.
 3. If a ticket needs to be escalated to the Development Team, the Client Success Manager will facilitate direct communication until a resolution is reached.
2. Refund Policy: We are committed to ensuring you have the best experience using our platform. However, in certain circumstances, refunds may be issued according to the guidelines below:
 1. Platform Functionality Failure
 1. If the platform functionality fails to work as advertised and the issue is not resolved within 5 business days of submitting a support ticket, you are eligible for a refund upon request.
 2. Lack of Access
 1. If you are unable to access your account for 5 business days after reporting an issue, you may request a refund.
 3. Unused Purchase
 1. If you purchased access to the platform and forgot to use it, no refunds will be issued.
 4. Refund Request Deadline
 1. Refund requests can only be submitted up until May 30th of the testing year. Requests made after this date will not be considered.

3. Exam Expiration: All APPE exams will expire by May 30th of the testing year, after which access to the testing platform will be denied.
4. Trademark Disclaimer

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