Service Level Agreement (SLA) Contract

This Service Level Agreement ("SLA") is entered into between the Financial Information Provider (FIP) and the Account Aggregator (AA). This SLA outlines the API performance expectations, uptime commitments, response-time targets, issue-resolution processes, and communication responsibilities applicable to both parties.

1. Definitions

Downtime: Percentage of time the service remains unavailable.

2. Uptime Commitment

Both AA and FIP commit to a maximum downtime of 1%.