This Service Level Agreement (SLA) represents a formal agreement between AnyCompany and its customers to ensure timely and reliable service delivery. This SLA outlines the level of support, response time, and service availability targets, as well as AnyCompany's obligation to maintain customer data secure and confidential.

**Objectives**

The primary objective of this SLA is to ensure that AnyCompany delivers consistent and reliable API services that meet customers' demands and expectations. This SLA defines the roles and responsibilities of AnyCompany and its customers, provides clarity of service requirements, and outlines procedures for incident handling and escalation.

**Scope**

This SLA covers all API services offered by AnyCompany as described in the API Reference document. The following services are included in this SLA:

- API access

- Data Replication Service

- Integration with Third-Party Systems

**Support and Response Time**

AnyCompany provides technical support to its customers via email and a web-based support ticketing system. Support is provided during normal business hours, Monday through Friday, excluding public holidays. AnyCompany aims to respond to support requests within 24 hours of receipt and, to the best of its ability, will acknowledge and resolve incidents within the following response time targets:

- Priority 1 – Critical: Within 1 hour

- Priority 2 – High: Within 4 hours

- Priority 3 – Medium: Within 16 hours

- Priority 4 – Low: Within 48 hours

**Service Availability**

AnyCompany strives to maintain 99.9% service availability at all times. 'Service Availability' refers to the percentage of time that the API services are accessible to customers, excluding scheduled maintenance windows. Scheduled maintenance windows will be communicated to customers via email and/or the customer portal.

Any unplanned service interruption exceeding 15 minutes on any AnyCompany-owned system or network element, or resulting in degradation of service, will be considered a service outage.

**Incident Management**

An incident is any unplanned event that disrupts or reduces the quality of service provided by AnyCompany. AnyCompany classifies incidents by priority, depending on the potential impact on customers.

AnyCompany uses the following priorities for incidents:

- Priority 1 – Critical: An incident that affects all customers or affects production environments that are "mission-critical."

- Priority 2 – High: An incident that affects a significant portion of customers or affects certain production environments.

- Priority 3 – Medium: An incident that affects one or a few customers or non-production environments.

- Priority 4 – Low: An incident that involves a general question, change request or other non-critical inquiry.

**Customer Responsibilities**

Customer acknowledges and agrees that AnyCompany relies on accurate and complete information provided by the customer to deliver the services defined in this SLA. Failure by the customer to provide necessary and accurate information may result in delays or other issues related to service delivery. Therefore, the customer is responsible for the following:

- Provide AnyCompany with accurate and complete contact and resource information as required for service delivery, including technical and administrative contact information.

- Comply with all AnyCompany documentation and instructions related to service delivery, security, and usage of the API services.

- Promptly notify AnyCompany of product defects or service issues.

- Cooperate with AnyCompany in problem resolution, including providing all necessary information.

- Ensure that appropriate security measures, including authentication and access control, are implemented to protect the APIs' use and data.

**Limitations of Liability**

AnyCompany will not be liable for any damages arising from:

- Any failure to meet any service level commitments due to causes beyond its control, including but not limited to natural disasters, power outages, or acts of sabotage.

- Any use or misuse of APIs or any other services by the customer or any third party.

- Any failure of the customer to protect their user IDs, passwords, or other authentication measures.

- Any failure of the customer to backup or protect their data.

**Confidentiality**

AnyCompany agrees to maintain the confidentiality of all customer data and information and will not disclose or use it for any purpose other than the provision of services under this SLA.

**Conclusion**

This SLA is an integral part of the AnyCompany service offering. AnyCompany strives to meet and exceed the commitments outlined in this SLA. In case of any conflict between this SLA and the Usage Agreement, the Usage Agreement shall prevail. AnyCompany reserves the right to modify this SLA from time to time without prior notice to the customer. Any such modification shall be effective upon posting on the AnyCompany website or by email notification to the customer.