

# VAiyu Service Level Agreement

Effective Date: October 15, 2025

## Service Commitment

VAiyu will use commercially reasonable efforts to provide 99.9% monthly uptime for the production environment, excluding Scheduled Maintenance, force majeure events, and Customer-caused incidents.

## Support

- Business hours: 9:00–18:00 IST, Monday–Friday (regional holidays excluded).
- Priority 1 incidents are acknowledged within 30 minutes and worked 24×7 until service is restored.
- Priority 2–3 incidents are addressed during business hours.

## Scheduled Maintenance

Planned maintenance will be announced at least 48 hours in advance and conducted during low-traffic windows when feasible.

## Remedies

If monthly uptime falls below the commitment, Customer may request a service credit as the sole and exclusive remedy. Credits are applied to future invoices and are not available for refunds.