

NAIDA SERVICE COMMITMENT

Date: [Date]
To: AIGENIE
From: NAIDA ("Supplier")

1. Commitment

NAIDA agrees to provide remediation services and reasonable support to AIGENIE for incidents affecting Services provided by NAIDA.

2. Incident Resolution Timeframes

- High Risk: commercially reasonable efforts to resolve within 30 days from notification.
- Medium Risk: commercially reasonable efforts to resolve within 60 days from notification.
- Low Risk: commercially reasonable efforts to resolve within 90 days from notification.

3. Response

NAIDA will acknowledge receipt of incident reports within 48 hours and provide periodic updates at intervals it deems appropriate.

4. Communications and Contacts

NAIDA will provide a primary contact and escalation points for coordination.

5. Fees

Services will be provided under NAIDA's standard billing schedule or as agreed in a purchase order.

6. Subcontracting

NAIDA may subcontract work to third parties as needed.

7. Signature

NAIDA: _____ Date: _____

Note: This document is a short supplier commitment and does not include a full set of contractual protections for the customer.