

Matty — SLA Agreement (2025-08-08)

Parties

Client (Confidential) and Global Next Consulting India Pvt. Ltd. (GNCIPL).

Service Description

Hosting front■end on Vercel, back■end on Render, DB on MongoDB Atlas, assets on Cloudinary.

Uptime Targets

Front■end 99.9%, Back■end 99.5% monthly, excluding scheduled maintenance.

Response & Resolution

S1: 1h/4h, S2: 4h/1 BD, S3: 1 BD/3 BD, S4: 2 BD/Best effort.

Security

JWT auth, HTTPS-only, least-privilege access, periodic dependency scans.

Term & Termination

Effective upon signature. Either party may terminate with 30 days notice.