ANNEXURE – SERVICE LEVEL AGREEMENT (SLA)

(to the Gold Wallet App Development & Maintenance Agreement)

This Service Level Agreement ("SLA") is entered into as an annexure to the **Agreement for Development and Maintenance of Gold Wallet Application** ("Agreement") between:

- **[Jeweller's Legal Name]** ("Client"), and

- **[Software Company's Legal Name]** ("Service Provider").

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1. Purpose

This SLA defines the service levels, performance standards, and support obligations of the Service Provider in relation to the Gold Wallet Application ("App").

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2. Service Availability

2.1 The Service Provider shall ensure that the App is available and operational at least **99.5% uptime per calendar month**, excluding:

- Scheduled maintenance (with at least 48 hours prior notice).

- Emergency maintenance (with immediate notice).

- Downtime caused by third-party providers (e.g., payment gateways, hosting providers).

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3. Support Services

3.1 **Support Hours:** Support will be available from **10:00 AM – 7:00 PM IST, Monday to Saturday**, excluding national holidays.

3.2 **Support Channels:** Queries may be raised via:

- Dedicated support email: admin@gyaagl.app

- Phone helpline: +91 7758042413

- In-app ticketing system.

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4. Incident Classification & Response Times

Severity Level	Description	Response Time	Resolution / Workaround Time
Critical (P1)	Complete system outage, all users impacted (e.g., app crash, payment failure system-wide).	1 hour	1 business day
High (P2)	Major functionality affected, majority of users impacted (e.g., wallet redemption issue).	2 hours	2 business day
Medium (P3)	Partial functionality issue, limited user impact (e.g., display error, transaction delay).	4 hours	3 business days
Low (P4)	Minor issues, cosmetic defects, or enhancement requests.	1 business day	Next scheduled release

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5. Maintenance & Updates

5.1 **Scheduled Maintenance:** Up to 4 hours per month, preferably during off-peak hours (11:00 PM – 5:00 AM IST).

5.2 **Software Updates:** The Service Provider shall release updates for bug fixes and security patches as and when required.

5.3 **Major Upgrades:** Feature enhancements and version upgrades shall be provided as per mutually agreed project roadmap.

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6. Data Backup & Security

6.1 The Service Provider shall maintain **daily automated backups** of the App database.
6.2 Backups shall be retained for at least **30 days**.
6.3 The Service Provider shall implement industry-standard **data encryption, firewalls, and access controls**.

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7. Performance Standards

- **App Load Time:** < 10 seconds under normal network conditions.

- **Transaction Processing:** 99% of valid transactions processed successfully within 10 seconds.

- **Bug Resolution:** All P1/P2 bugs fixed within SLA timelines.

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8. Client Responsibilities

- Provide timely feedback, approvals, and necessary access.

- Ensure internet connectivity and hardware for App usage.

- Handle customer relationship management and compliance obligations.

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9. Term & Review

10.1 This SLA shall remain in force for the duration of the Agreement.
10.2 The SLA shall be reviewed annually and may be updated by mutual written consent.

SIGNATURES

For [Jeweller's Legal Name]
Authorized Signatory: _____

Name: _____

Designation: _____

Date: _____

For [Software Company's Legal Name]

Authorized Signatory: _____

Name: _____

Designation: _____

Date: _____