

# **CREATIVE CHATS MALAWI**

## **Service Level Agreement (SLA)**

### **1. Service Coverage**

**This SLA covers:**

- WhatsApp chatbot hosting and maintenance
- Technical support during business hours
- Scheduled software updates

**Not covered:**

- Custom feature development (requires separate agreement)
- Issues caused by third-party services (e.g., WhatsApp outages)

### **2. Service Availability**

- Uptime Guarantee: 98% per month
- Maintenance Window: Every last Sunday night from 10PM to midnight
- Emergency Maintenance: Will be communicated immediately if required

### **3. Support Response Times**

**Business Hours:** Monday to Friday, 7AM to 4PM Central Africa Time

**Critical Issues** (Bot completely down):

- We will respond within 1 hour
- Target resolution within 4 hours
- back up and running in 3 hours

**Functional Errors** (Bot working but with errors):

- Response within 4 business hours
- Target resolution within 2 business days

**Minor Queries** (General questions/small tweaks):

- Response within 1 business day
- Resolution within 5 business days

**After-Hours Support available for critical issues only, at +265990410589 (additional charges may apply)**

#### **4. Client Responsibilities**

**You agree to:**

- Provide accurate contact information for support requests
- Appoint one main contact person for communications
- Test updates in development environment before going live
- Notify us promptly of any issues

#### **5. Service Credits**

**If we fail to meet uptime targets:**

- 85-97.9% uptime: 10% credit on next invoice
- 80-84.9% uptime: 25% credit on next invoice
- Below 80% uptime: 50% credit on next invoice

**These service credits are your exclusive remedy for any service failures.**

#### **6. Change Management**

- We will provide 48 hours notice for planned changes
- You may reject updates that affect core functionality
- Emergency changes will be communicated immediately

#### **7. Termination**

**Either party may end this agreement with 30 days written notice if:**

- There are repeated SLA violations
- Payments are overdue by more than 60 days