Service Level Agreement (SLA) Template - NexaCore Solutions

Document ID: SLA-CORE-ENT-2025
Client Name: [Client Name]
Effective Date: [Start Date]
Service Covered: NexaCore AI Workflow Automation Platform

1. Service Availability Guarantee (Uptime)

NexaCore guarantees a minimum level of Service Availability, measured monthly, excluding scheduled maintenance.

1.1 Availability Metric

Guaranteed Monthly Availability (SLA):

Monthly Uptime Percentage	Maximum Downtime Allowed per Month
	Minutes
(Optional Add-on)	Minutes

1.2 Scheduled Maintenance

- Scheduled Maintenance Windows are defined as the first Sunday of every month, between 12:00 AM and 4:00 AM UTC.
- Scheduled downtime does not count toward Unscheduled Downtime for the purposes of calculating the SLA.

2. Service Credits (SLA Breach Compensation)

If NexaCore fails to meet the Guaranteed Monthly Availability (99.95%), the Client is eligible to receive Service Credits against their monthly subscription fees as follows:

Monthly Availability Achieved	Service Credit Percentage
to	of Monthly Fee
to	of Monthly Fee
Below	of Monthly Fee

- *Note:* Service Credits are capped at of the Client's total monthly recurring charges for the affected month.

3. Incident Response and Support

Priority Level	Description	Target Response Time (Initial Triage)	Target Resolution Time (MTTR)
P1: Critical	Full production service outage or major data loss.	< 15 Minutes (24/7/365)	Best Effort, followed by P1 Incident Runbook.
P2: High	Significant service impairment for multiple users.	< 30 Minutes (Business Hours)	Defined by Incident Commander during Triage.
P3: Medium	Minor service issue; workflow issues.	< 2 Hours (Business Hours)	Defined by Incident Commander during Triage.

- *Business Hours:* 09:00 - 18:00 AST (Arabia Standard Time), Sunday to Thursday.
- *Regional Support:* Primary support language is English, with Arabic language support available during Business Hours.

4. Data Backup and Recovery

- **Recovery Point Objective (RPO):** NexaCore maintains an RPO of 1 hour for all customer data.
- **Recovery Time Objective (RTO):** NexaCore commits to an RTO of 4 hours for the restoration of critical systems following a major failure.