Service Level Agreement (SLA) - Enterprise Clients

Service Owner: NexaCore Solutions
Applicable To: All clients on the Enterprise Subscription Tier.
Effective Date: 2026-01-01

1. Uptime Guarantee (Service Availability)

NexaCore guarantees a minimum Service Uptime Level of per calendar month ("Four Nines" Reliability).

1.1 Calculation of Downtime

Downtime is defined as any period where the core NexaCore Workflow Engine or API Gateway is inaccessible or unusable (P0/P1 incidents). Scheduled maintenance is excluded if notified 48 hours in advance.

2. Support Response and Resolution Targets

This section defines the maximum acceptable timeframes for initial response and final resolution, based on the Ticket Severity defined in the Escalation Policy (CS-POL-001).

Severity	Definition of Impact	Initial Response Time (Maximum)	Time to Resolution (TTR) Target
P0 (Critical)	Core Service Down		
P1 (High)	Major Functionality Impaired		
P2 (Medium)	Minor Functionality Impaired	2 hours (Business Hours)	3 working days
P3 (Low)	General Query / Minor Bug	4 hours (Business Hours)	5 working days

Note: Business Hours are defined as Sunday-Thursday, 09:00 - 18:00 GST.

3. Service Credit Policy (Remediation)

If NexaCore fails to meet the guaranteed Service Uptime Level or fails to meet the P0/P1 Response Time targets in a given calendar month, the client may be eligible for a Service Credit, applied against the subsequent month's subscription fee.

Failure Condition	Service Credit Percentage
Service Uptime between and	
Service Uptime between and	
Service Uptime less than	
Failure to meet P0 Response Time three or more times in a month	

Credit Limit: The total maximum Service Credit applied in any single month shall not exceed of the client's monthly subscription fee.