

SERVICE LEVEL AGREEMENT

Uptime, Support, and Performance Commitments

Between:

BodyF1RST, Inc.
("Provider")

And:

[CUSTOMER NAME]
("Customer")

Effective Date: [DATE]

1. OVERVIEW

This Service Level Agreement ("SLA") is part of the Master Service Agreement between BodyF1RST and Customer. This SLA applies to the corporate wellness platform services ("Services") provided by BodyF1RST.

2. SERVICE AVAILABILITY

2.1 Uptime Commitment

Service Tier	Monthly Uptime SLA	Annual Uptime
Basic	99.5%	99.5%
Standard	99.9%	99.9%
Premium	99.95%	99.95%

2.2 Uptime Calculation: ((Total Minutes - Downtime Minutes) / Total Minutes) x 100

2.3 Exclusions: Scheduled maintenance (48hr notice), emergency maintenance, Customer/third-party caused downtime, force majeure, beta features.

2.4 Maintenance Windows: Sundays 2:00-6:00 AM Central Time, max 4 hours.

3. SERVICE CREDITS

Monthly Uptime	Service Credit
99.0% - 99.5%	10% of monthly fee
98.0% - 99.0%	25% of monthly fee
95.0% - 98.0%	50% of monthly fee
< 95.0%	100% of monthly fee

Credits must be requested within 30 days. Max credit: 100% monthly fee. Credits not refundable as cash.

4. INCIDENT MANAGEMENT

4.1 Priority Levels and Response Times

Priority	Definition	Initial Response	Target Resolution
P1 Critical	Complete service outage	15 minutes	4 hours
P2 High	Major feature unavailable	1 hour	8 hours
P3 Medium	Feature partially impaired	4 hours	5 business days
P4 Low	Minor issue, workaround exists	24 hours	30 business days

5. SUPPORT SERVICES

Tier	Channels	Availability
Basic	Email, Help Center	Business hours (9AM-5PM CT)
Standard	Email, Chat, Help Center	Extended (7AM-9PM CT)
Premium	Email, Chat, Phone, Dedicated Slack	24/7

Support Contact: support@bodyf1rst.com | help.bodyf1rst.com

6. PERFORMANCE BENCHMARKS

Metric	Target
API Response Time (p95)	< 200ms
Page Load Time	< 3 seconds
Mobile App Launch	< 2 seconds
Search Response	< 500ms

7. DATA BACKUP AND RECOVERY

Backup Type	Frequency	Retention
Continuous	Real-time	24 hours
Daily	Every 24 hours	30 days
Weekly	Every 7 days	90 days
Monthly	First of month	1 year

Recovery Objectives: Standard RTO 4hr/RPO 24hr | Premium RTO 1hr/RPO 1hr

8. SECURITY COMMITMENTS

SOC 2 Type II certified | HIPAA compliant (with BAA) | GDPR compliant | Annual penetration testing | Continuous vulnerability scanning

Security Incident Notification: Critical (breach) within 24hr | High within 48hr | Medium within 72hr | Low in monthly report

9. CONTACT INFORMATION

Technical Support: support@bodyf1rst.com | help.bodyf1rst.com

Billing: billing@bodyf1rst.com

Security: security@bodyf1rst.com

Account Management: success@bodyf1rst.com

SIGNATURES

BodyF1RST, Inc.

[CUSTOMER NAME]

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

This SLA is part of the Master Service Agreement. Contact support@bodyf1rst.com for questions.