

# 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.*