

# MASTER SERVICES AGREEMENT

Client: Example Corporation

Provider: Document Insight Service

Effective Date: 2026-02-01

Term: 12 months

Service: AI-driven document ingestion, OCR, retrieval, QA, and NER.

## 1. Scope

Provider will ingest PDFs and images, extract text, build embeddings, and answer questions.

## 2. Deliverables

Initial onboarding with three sample documents and dashboard link within 5 business days.

Monthly usage report covering latency, cache hit-rate, and answer confidence distribution.

## 3. SLAs

Uptime: 99.5% monthly; P95 cached response < 1.2s; P95 uncached < 3.0s.

## 4. Security

Data remains on customer-controlled infrastructure; no third-party LLM APIs.

Zero-trust: JWT auth, role separation for upload vs. ask, IP allowlists on request.

5. Compliance

Audit logs retained 90 days; data deletion within 24h of written request.

6. Fees

EUR 4,000 monthly base; EUR 0.02 per additional page over 50k pages/month.

7. Support

Business hours (09:00-18:00 CET), response within 4 hours; P1 phone escalation available.

8. Change Management

Breaking changes require 30 days notice and staging environment validation.

9. Termination

Either party may terminate with 30 days notice; data export provided in JSON+PDF.

10. Signatures

Client Representative: \_\_\_\_\_

Provider Representative: \_\_\_\_\_