

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: _____