

Service Level Agreement (SLA)

AI Program Manager (Peeku.Nion)

Version: 1.0

Effective Date: March 1, 2025

Review Period: Quarterly

1. Service Overview

This SLA defines the performance standards, availability commitments, and penalty structures for the AI Program Manager (Peeku.Nion) service provided by aiNions.

1.1 Service Scope

- AI-powered program management orchestration
- Multi-project coordination and tracking
- Enterprise integration management (Jira, MS Teams, Outlook, Confluence)
- Real-time status monitoring and reporting
- Risk identification and mitigation recommendations

2. Service Level Objectives (SLOs)

2.1 System Availability

Metric	Threshold	Measurement Period
System Uptime	≥ 99.5%	Monthly
Scheduled Maintenance Window	≤ 4 hours/month	Monthly
Unplanned Downtime	≤ 3.6 hours/month	Monthly

Exclusions:

- Scheduled maintenance (with 72-hour advance notice)
- Force majeure events
- Customer infrastructure failures
- Third-party service outages (Jira, MS365, etc.)

2.2 Response Time Performance

Service Component	Target Response Time	Threshold
User Query Response	≤ 3 seconds	95th percentile
Project Status Update	≤ 5 seconds	95th percentile

Complex Analysis Request	≤ 15 seconds	95th percentile
Report Generation	≤ 30 seconds	90th percentile
Integration Sync	≤ 60 seconds	95th percentile

2.3 Accuracy & Quality Metrics

Metric	Threshold	Measurement
Task Status Accuracy	$\geq 98\%$	Weekly validation
Risk Detection Accuracy	$\geq 90\%$	Monthly audit
Dependency Mapping Accuracy	$\geq 95\%$	Monthly validation
Action Item Assignment Accuracy	$\geq 97\%$	Weekly review
Meeting Summary Accuracy	$\geq 95\%$	Per-meeting validation

3. Support Response Standards

3.1 Issue Severity Levels

Severity	Definition	Initial Response	Resolution Target
Critical (P0)	Complete service outage	15 minutes	4 hours
High (P1)	Major feature unavailable	1 hour	8 hours
Medium (P2)	Degraded performance	4 hours	24 hours
Low (P3)	Minor issues, feature requests	8 hours	72 hours

4. Service Credits & Penalties

4.1 Uptime-Based Service Credits

Monthly uptime is calculated as: $((\text{Total Minutes in Month} - \text{Downtime Minutes}) / \text{Total Minutes in Month}) \times 100$

Monthly Uptime %	Service Credit
99.5% - 99.99%	0% (SLA met)
99.0% - 99.49%	10% of monthly fees
98.0% - 98.99%	25% of monthly fees
95.0% - 97.99%	50% of monthly fees
< 95.0%	100% of monthly fees + termination option

4.2 Performance-Based Credits

Metric Breach	Service Credit
Response Time SLA miss (>5% of requests)	5% of monthly fees
Integration sync failures (>2% failure rate)	10% of monthly fees
Accuracy metrics below threshold (>1 week)	15% of monthly fees
Multiple SLA breaches (3+ in one month)	25% of monthly fees

4.3 Support Response Credits

Severity	Breach	Credit per Incident
P0 Critical	Response > 15 min OR Resolution > 4 hrs	5% of monthly fees
P1 High	Response > 1 hr OR Resolution > 8 hrs	3% of monthly fees
P2 Medium	Resolution > 24 hrs	1% of monthly fees

Maximum Monthly Credit: 50% of monthly subscription fees

5. Credit Claim Process

5.1 Eligibility Requirements

- Customer account must be in good standing
- Claim must be submitted within 30 days of incident
- Customer must provide detailed incident documentation
- Credits only apply to verified SLA breaches

5.2 Claim Submission

1. Submit claim via support portal or dedicated email
2. Include: incident date/time, affected services, impact duration
3. aiNions will investigate within 5 business days
4. Approved credits applied to next billing cycle

5.3 Exclusions from Credits

- Downtime during scheduled maintenance windows
- Issues caused by customer's network or infrastructure
- Third-party service outages beyond aiNions' control
- Beta or preview features
- Non-production environments

6. Security & Compliance SLAs

6.1 Security Incident Response

Incident Type	Detection Time	Notification Time	Resolution Target
Critical Security Breach	≤ 15 minutes	≤ 1 hour	≤ 24 hours
Data Exposure Risk	≤ 30 minutes	≤ 2 hours	≤ 48 hours
Suspicious Activity	≤ 1 hour	≤ 4 hours	≤ 72 hours

6.2 Compliance Commitments

Requirement	Standard
Data Encryption (at rest)	AES-256
Data Encryption (in transit)	TLS 1.3
Backup Frequency	Every 6 hours
Backup Retention	30 days
Disaster Recovery RTO	≤ 4 hours
Disaster Recovery RPO	≤ 15 minutes
Security Audit Frequency	Quarterly

7. Monitoring & Reporting

7.1 Real-Time Monitoring

- System health dashboard (99.9% availability)
- Performance metrics updated every 60 seconds
- Automated alerting for threshold breaches

7.2 Monthly SLA Reports

Provided by the 5th business day of each month:

- Uptime percentage and downtime incidents
- Response time metrics (p50, p95, p99)
- Integration sync success rates
- Accuracy metrics validation results
- Support ticket statistics
- Service credits issued

8. Termination Rights

8.1 Customer Termination Rights

Customer may terminate without penalty if:

- Monthly uptime falls below 95% for 2 consecutive months
- Critical (P0) SLA breached 3+ times in 90 days
- aiNions fails to remediate repeated SLA violations

8.2 Notice Period

- Standard tier: 30 days written notice
- Enterprise tier: 60 days written notice

9. Contact Information

SLA Inquiries & Claims:

Email: sla-claims@ainions.com

Support Portal: <https://support.ainions.com>

Escalation Contact:

Email: escalations@ainions.com

Phone: [Enterprise customers only]

Service Status:

<https://status.ainions.com>

10. Acceptance

By using the AI Program Manager (Peeku.Nion) service, Customer acknowledges and agrees to the terms of this Service Level Agreement.

Customer Signature: _____ Date: _____

aiNions Representative: _____ Date: _____

Document Version: 1.0

Last Updated: February 2025

Next Review: May 2025