

## SERVICE LEVEL AGREEMENT (SLA) & CONTRACT

Date: December 10, 2025

Project: AI Automation Infrastructure (WhatsApp & Inbound Voice)

### BETWEEN:

The Service Provider: Nexus AI ("Agency")

The Client: Anu / CHICX ("Client")

### 1. Scope of Services

The Agency agrees to deliver the following "AI Automation Infrastructure".

#### A. One-Time Build (The Assets)

AI WhatsApp Chatbot Suite:

- Order Intelligence: Automated order receipts (PDF) + real-time Shiprocket tracking via WhatsApp.
- General AI Chatbot: Handles product details, store locations, policies, FAQs.

AI Voice Bot (Inbound Only):

- Natural Language Order Status Check using real-time API.
- Voice FAQ Bot for product inquiries & store info.
- "CHICX" brand persona training.

Deep Ecosystem Integration:

- Middleware syncing Shiprocket, Razorpay, Meta APIs.

#### B. Monthly Managed Service (Maintenance)

- 24/7 Hosting (VPS), Uptime Monitoring, Security Maintenance.
- Bug fixes caused by API updates.
- Usage Credits (Wallets):
  - Voice Wallet: Includes approx. 500 minutes inbound AI calls.
  - WhatsApp Wallet: Includes approx. 8,000 conversations.

## 2. Commercial Terms & Payment Schedule

Total One-Time Development Fee: ₹50,000

Monthly Recurring Fee: ₹15,000

### A. Payment Schedule

- Advance Payment (20%): ₹10,000 – Due immediately upon signing.
- Go-Live Payment (₹40,000) – Due before final deployment.

Note: Credentials/admin access handed over only after full payment.

### B. Monthly Billing

- Monthly Fee starts from Go-Live Date.
- Invoices raised on the 1st of every month; payable within 3 days.
- Overage usage billed at actuals.

## 3. Project Timeline (4–5 Weeks)

Weeks 1–2: Server setup, Meta verification, integrations.

Weeks 3–4: Flow building, voice persona training, testing.

Week 5: UAT and Go-Live.

#### 4. Client Obligations

- Provide admin access to Meta, Shiprocket, Razorpay within 3 days.
- Approve flows/scripts within 24 hours.

#### 5. Limitations & Exclusions

- Major redevelopment due to permanent API policy changes is billable.
- Minor updates included in monthly fee.

#### 6. Termination & Refunds

- Advance payment (₹10,000) is non-refundable.
- Either party may terminate monthly service with 30 days' notice.

IN WITNESS WHEREOF, both parties agree to the above terms.

For Nexus AI

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For CHICX

Signature: \_\_\_\_\_ Date: \_\_\_\_\_