

Service Level Agreement (SLA)

Maritime Onboarding System 2025

Effective Date: August 2025

Version: 1.0

1. Service Availability

1.1 Uptime Guarantee

- **Target Availability:** 99.0% per calendar month
- **Measurement Period:** Monthly (calendar month basis)
- **Exclusions:** Planned maintenance windows

1.2 Availability Calculation

1.3 Service Credits

Monthly Uptime %	Service Credit
99.0% - 100%	No credit
95.0% - 98.99%	10% of monthly fee
90.0% - 94.99%	25% of monthly fee
Below 90.0%	50% of monthly fee

2. Maintenance Windows

2.1 Planned Maintenance

- **Schedule:** Second Tuesday of each month, 02:00 - 06:00 CET
- **Notification:** Minimum 7 days advance notice
- **Duration:** Maximum 4 hours per month
- **Exclusion:** Not counted towards downtime

2.2 Emergency Maintenance

- **Notification:** As soon as reasonably possible
 - **Duration:** Minimized to critical fixes only
 - **Communication:** Real-time updates via status page
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3. Response Times

3.1 Incident Priority Levels

Priority	Definition	Response Time	Resolution Target
Critical (P1)	Complete service outage or data loss risk	2 hours	4 hours
High (P2)	Major feature unavailable, significant performance degradation	4 hours	8 hours
Medium (P3)	Minor feature issue, workaround available	8 business hours	2 business days
Low (P4)	Cosmetic issues, feature requests	2 business days	5 business days

3.2 Business Hours

- **Standard Support:** Monday - Friday, 09:00 - 17:00 CET
 - **Emergency Support:** 24/7 for Critical (P1) incidents
 - **Holidays:** Dutch national holidays excluded
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4. Performance Standards

4.1 Response Time

- **API Response:** 95% of requests < 500ms
- **Page Load:** 95% of pages < 3 seconds
- **File Upload:** 10MB file < 30 seconds

4.2 Concurrent Users

- **Minimum Supported:** 1,000 concurrent users
- **Performance Degradation:** < 10% with full load

4.3 Data Processing

- **Quiz Submission:** < 2 seconds
 - **Certificate Generation:** < 10 seconds
 - **Bulk Export (1000 users):** < 5 minutes
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5. Security & Compliance

5.1 Security Measures

- **Encryption:** TLS 1.3 in transit, AES-256 at rest
- **Authentication:** JWT tokens with 24-hour expiration
- **MFA:** TOTP-based for admin/manager roles
- **Audit Logging:** All actions logged with 1-year retention

5.2 Compliance Standards

- **GDPR:** Full compliance with data protection regulations
- **Data Residency:** All data stored within EU (Frankfurt)

- **Backups:** Daily automated backups with 30-day retention
 - **Disaster Recovery:** RTO 4 hours, RPO 1 hour
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6. Support Services

6.1 Support Channels

- **Email:** info@shipdocs.app
- **Response Time:** Within 1 business day
- **Language:** English and Dutch

6.2 Included Support

- Technical issue resolution
- User access management
- Configuration assistance
- Security incident response

6.3 Additional Services

- Custom training: €500 per session
 - Priority support: €2,000/month
 - Dedicated account manager: Quote on request
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7. Data Protection

7.1 Data Security

- **Hosting:** Vercel Pro (Frankfurt) + Supabase (Frankfurt)
- **Access Control:** Role-based with audit trails
- **Data Isolation:** Tenant data separation
- **Penetration Testing:** Annual third-party assessment

7.2 Data Portability

- **Export Formats:** JSON, CSV

- **Export Time:** < 24 hours for full data export
- **API Access:** RESTful API with OpenAPI documentation

7.3 Incident Response

- **Notification:** Within 48 hours of detection
 - **Updates:** Every 24 hours during incident
 - **Post-Mortem:** Within 5 business days
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8. Service Monitoring

8.1 Monitoring Coverage

- **Uptime Monitoring:** 1-minute intervals
- **Performance Metrics:** Real-time dashboard
- **Security Monitoring:** 24/7 automated scanning
- **Capacity Planning:** Monthly reviews

8.2 Reporting

- **Monthly Reports:** Uptime, performance, incidents
 - **Quarterly Reviews:** Service optimization
 - **Annual Assessment:** Security and compliance audit
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9. Limitations

9.1 Force Majeure

Service credits not applicable for:

- Natural disasters
- Government actions
- Internet backbone failures
- DDoS attacks exceeding mitigation capacity

9.2 Customer Responsibilities

- Maintain secure access credentials
 - Reasonable use within licensed limits
 - Timely reporting of issues
 - Cooperation with troubleshooting
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10. SLA Modifications

10.1 Change Process

- **Notice Period:** 30 days for SLA changes
- **Communication:** Email to designated contacts
- **Acceptance:** Continued use constitutes acceptance

10.2 Review Schedule

- **Quarterly:** Performance metric review
 - **Annually:** Full SLA assessment and update
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Contact Information

Service Provider: Shipdocs

DPO/Security Contact: M. Splinter

Email: info@shipdocs.app

Emergency: Available upon contract

Appendix A: Definitions

Downtime: Period when service is unavailable or not meeting performance standards

Business Day: Monday-Friday excluding Dutch national holidays

Incident: Any event that impacts service availability or performance

Service Credit: Reduction in monthly service fee as compensation

Appendix B: Measurement Tools

- **Uptime Monitoring:** Vercel Analytics + Custom monitoring
 - **Performance Metrics:** Built-in application metrics
 - **Incident Tracking:** Internal ticketing system
 - **Customer Portal:** Real-time status dashboard
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This SLA is subject to the terms and conditions of the Master Service Agreement.

Service Provider Details

Shipdocs

Middelweg 211
1911 EE Uitgeest
Nederland

Chamber of Commerce: [KvK nummer]

VAT: [BTW nummer]

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Next Review: November 2025

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