

Service Level Agreement (Sample)

CIVITAS LLC · Sample SLA · Illustrative excerpt

SAMPLE DOCUMENT — for illustration only. Not a binding agreement. Refer to the current published version for contractual terms.

1. Availability

Target monthly uptime for the RTFCT evidence substrate and VLT recording services. Specific percentages, measurement windows, and exclusions are defined in the executed SLA.

2. Support Response

Target response times by severity tier (Critical, High, Standard) and by subscription tier, with defined escalation paths and coverage hours.

3. Service Credits

Remedies where availability or response targets are not met, including the credit schedule and the process for requesting credits.

4. Exclusions

Scheduled maintenance, force majeure, and customer-caused conditions excluded from SLA measurement.

5. Notice

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