

UmojaCX Service Level Agreement (SLA)

Effective Date: October 9, 2025

This Service Level Agreement (“SLA”) is entered into between UmojaCX LLC (“Company”) and the subscribing client (“Client”) and defines the scope, expectations, and responsibilities for the delivery of customer experience services.

1.

Purpose

The purpose of this SLA is to specify the services provided by UmojaCX, define performance metrics, and establish responsibilities for both parties to ensure high-quality customer experience delivery.

2.

Scope of Services

UmojaCX provides scalable, fully-managed customer experience solutions, including but not limited to:

- Deployment of highly skilled customer service agents.
 - Dedicated onboarding, account management, and customer success support.
 - Performance reporting and analytics according to the chosen subscription tier.
 - Integration with Client’s existing CRM or customer support platforms.
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3.

Service Availability

- UmojaCX guarantees that agents will be available to provide support according to the subscription tier:
 - Pilot Tier: Initial deployment of up to 1,000 agents within 7 days.
 - Gold Tier: Deployment of up to 5,000 agents, scalable based on Client requirements.
 - Platinum Tier: Deployment of 5,500 or more agents, fully managed and scalable.
 - Agents are expected to operate during Client-specified business hours unless otherwise agreed.
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4.

Performance Metrics

UmojaCX monitors and reports on the following key performance indicators (KPIs):

- First Response Time: Agents will respond to client/customer inquiries within an agreed timeframe (typically 1–2 hours during business hours).
- Resolution Time: Issues or inquiries will be resolved as efficiently as possible, with average resolution targets provided in the performance report.
- Quality Assurance: Agents are trained to maintain a minimum quality score (assessed through call monitoring, chat audits, and client feedback).

Performance reports will be provided according to the subscription tier:

- Pilot Tier: Monthly report
 - Gold Tier: Monthly report
 - Platinum Tier: Weekly report
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5.

Client Responsibilities

To ensure the proper delivery of services, the Client agrees to:

- Provide accurate and complete information for onboarding and integration.
 - Maintain necessary systems, software, and access to support UmojaCX agents.
 - Notify UmojaCX promptly of any changes affecting service delivery.
 - Comply with all applicable laws and regulations in the regions where the services are used.
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6.

Company Responsibilities

UmojaCX agrees to:

- Deliver services in accordance with the agreed subscription tier and KPIs.
 - Maintain the confidentiality of Client data and comply with privacy commitments outlined in the Privacy Policy.
 - Provide professional, trained agents capable of delivering high-quality customer experience.
 - Offer technical support and guidance to resolve integration or operational issues.
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7.

Incident Management

- Reporting: Client may report service issues via email (mariahd@umojacx.com) or phone (347-978-8038).
- Response Time: UmojaCX will acknowledge all reported incidents within 2 business hours.

- Resolution: Urgent incidents impacting the majority of Client operations will be prioritized. Estimated resolution times will vary based on the nature of the incident.
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8.

Limitations

- UmojaCX is not responsible for downtime caused by Client-side system failures, internet outages, or third-party software issues.
 - Any failure to meet KPIs due to Client negligence or unanticipated events (force majeure) is not considered a breach of this SLA.
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9.

Change Management

- Any requests to change the scope of services or subscription tiers must be submitted in writing.
 - UmojaCX will evaluate requests and provide a timeline and any additional costs associated with the requested changes.
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10.

Confidentiality

Both parties agree to maintain confidentiality regarding proprietary business information, trade secrets, and any other sensitive data shared during the course of the agreement.

11.

Termination

- Either party may terminate this SLA with 15 business days' written notice if there is a material breach that is not resolved within 15 business days after notification.
 - Upon termination, all outstanding invoices for services rendered are immediately due.
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12.

No Refunds

All payments for Services are final. No refunds will be issued under any circumstances.

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Governing Law

- This SLA shall be governed by the laws of the Commonwealth of Pennsylvania, without regard to conflict-of-law principles.
 - Any disputes arising from this SLA shall be resolved in state or federal courts located in Pennsylvania.
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14.

Contact Information

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