



SERVICE LEVEL AGREEMENT

Trava Platform Service Level Agreement

Governing service availability, support, and incident response commitments.

Overview

This Service Level Agreement (“SLA”) defines the service availability and support commitments provided by Trava for its SaaS platform (the “Service”). This SLA applies to all paying customers unless otherwise specified in a separate agreement.

Service Availability (Uptime Commitment)

Uptime Guarantee

Provider commits to a Monthly Uptime Percentage of 99.9% for the Service, excluding scheduled maintenance and permitted exclusions.

Definition

- Uptime is defined as the percentage of total minutes in a calendar month during which the Service is operational and accessible.
- Downtime is defined as periods when the Service is unavailable or fails to respond to valid user requests.

Exclusions

Downtime does not include:

- Scheduled maintenance (with at least 24 hours’ notice)
- Emergency maintenance
- Force majeure events (e.g., natural disasters, internet outages outside Provider control)
- Customer-side issues (e.g., misconfiguration, network problems)
- Third-party service failures outside Provider control (unless otherwise stated)

Service Credits

If uptime falls below the committed level, Customer may be eligible for service credits:

Monthly Uptime	Service Credit
99.0% – 99.89%	5% of monthly fee

Monthly Uptime	Service Credit
95.0% – 98.99%	10% of monthly fee
< 95.0%	25% of monthly fee

Conditions:

- Customer must request credits within 30 days of the incident
- Credits apply only to future invoices
- Credits are the sole remedy for SLA breaches

Support & Incident Response

Severity Levels

Incidents are categorized as follows:

SEVERITY 1 (CRITICAL)

- Complete service outage or major functionality unavailable
- No workaround available
- Significant business impact

SEVERITY 2 (HIGH)

- Major feature degraded or partially unavailable
- Workaround exists but is limited
- Moderate to high business impact

SEVERITY 3 (MEDIUM)

- Non-critical functionality impaired
- Workaround available
- Limited business impact

SEVERITY 4 (LOW)

- Minor issues, cosmetic bugs, or general inquiries
- No significant impact

Response & Resolution Targets

Severity	Initial Response Time	Status Updates	Target Resolution Time
Severity 1 (Critical)	≤ 4 hour	Daily	< 2 business days
Severity 2 (High)	≤ 8 hours	Every 2 days	< 7 business days
Severity 3 (Medium)	≤ 1 business day	Weekly	< 30 business days
Severity 4 (Low)	≤ 2 business days	As needed	Best effort

Notes:

- Response time = time to acknowledge and begin investigation
- Resolution time = target, not guaranteed (except where explicitly stated in enterprise contracts)

Support Hours

- Standard Support: Monday–Friday, 9:00 AM – 5:00 PM [ET]
- Critical (Severity 1): 24/7 support

Incident Communication

For Severity 1 and 2 incidents, Provider will:

- Notify affected customers promptly
- Provide regular updates per SLA targets
- Publish a post-incident summary (for major outages)

Maintenance

Scheduled Maintenance

- Conducted during off-peak hours where possible
- At least 24 hours' advance notice

Emergency Maintenance

- May be performed without prior notice if necessary to maintain system integrity or security

Customer Responsibilities

Customer agrees to:

- Report issues promptly through designated support channels
- Provide sufficient detail for troubleshooting
- Maintain compatible systems and internet connectivity
- Follow recommended usage guidelines

Limitations

This SLA does not apply to:

- Free-tier or trial users (unless specified)
- Beta or experimental features
- Issues caused by misuse or unauthorized modifications

Modifications

Provider reserves the right to modify this SLA with reasonable notice. Continued use of the Service constitutes acceptance of updated terms.

Contact Information

Support requests can be submitted via:

Email: support@travasecurity.com

Emergency Contact (Critical Only): A slack channel to be used for critical incidents will be created and shared with the customer.