

AI Talent Strategist SLA

Customer Service Level Agreement (SLA) for Subscription-Based SaaS Product

1. Introduction

This Service Level Agreement ("SLA") outlines the terms and conditions governing the service levels provided by **Melio AI Inc** ("Service Provider") to **[Customer]** ("Customer") for the subscription-based AI Talent Strategist, delivered via API as a Software-as-a-Service (SaaS) product.

2. Services Covered

- API Access to AI Talent Strategist per subscription tier (Starter, Standard, Advanced)
 - Support services (see Section 6)
 - Periodic updates, maintenance, and enhancements
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3. Subscription Service Levels

Starter Subscription:

- 100 CVs
- API Access
- Basic Support
- Out-of-bundle: \$0.50/per doc

Standard Subscription:

- 1,000 CVs
- API Access
- Basic Support
- Out-of-bundle: \$0.25/per doc

Advanced Subscription:

- 5,000 CVs
- API Access
- Priority Support
- Out-of-bundle: \$0.15/per doc

4. Key Performance Indicators (KPIs)

4.1 Uptime

- **Starter:** 99.0% per month
- **Standard:** 99.0% per month
- **Advanced:** 99.9% per month

Uptime Calculation:

$(\text{Total minutes} - \text{Downtime minutes}) / \text{Total minutes} * 100$

4.2 Downtime

- Defined as API inaccessibility due to Service Provider infrastructure failure
- Scheduled maintenance (with 48h notice) not counted
- Unscheduled outages count as downtime

4.3 API Latency

- All tiers: Average < 3s, Max Timeout = 15s

5. Response and Resolution Times

Severity 1 – Critical: Complete API outage

Tier	Respond	Resolve
Starter	2 hrs	8 hrs
Standard	2 hrs	8 hrs
Advanced	30 min	4 hrs

Severity 2 – High: Major impairment

Tier	Respond	Resolve
Starter	4 hrs	12 hrs
Standard	4 hrs	12 hrs
Advanced	2 hrs	6 hrs

Severity 3 – Medium: Minor functionality

Tier	Respond	Resolve
Starter	12 hrs	24 hrs
Standard	12 hrs	24 hrs
Advanced	4 hrs	18 hrs

Severity 4 – Low: General inquiries

Tier	Respond	Resolve
Starter	24 hrs	3 business days
Standard	24 hrs	3 business days
Advanced	12 hrs	2 business days

6. Support Services

6.1 Support Availability

- **Basic (Starter, Standard):** Email, business hours (9:00 AM – 5:00 PM SAST)
- **Priority (Advanced):** 24/7 via phone, email, chat, dedicated account manager

6.2 Priority Levels

Critical issues (Severity 1) get top priority, especially with Priority Support.

7. Service Credits

7.1 Uptime Credits

- **Starter & Standard:** < 99.0% → 5% credit
- **Advanced:** < 99.9% → 15% credit

7.2 Credit Application

- Applied to next invoice
 - Max 25% of monthly fee
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8. Termination Clauses

8.1 Termination for Breach

Allowed if:

- Uptime < 95% for 3 consecutive months
- >3 unresolved Severity 1 incidents in 6 months

8.2 Notice of Termination

- 30 days' written notice with reasons

8.3 Subscription Cancellation

- 30 days' notice
- Service continues until billing cycle ends

8.4 Early Termination Penalty

- 50% of remaining fees (for annual/multi-year plans)
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9. Exclusions

SLA violations excluded for:

- Customer misuse or misconfiguration
 - ISP or third-party failures
 - Force Majeure (natural disasters, terrorism, etc.)
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10. Amendments

- Service Provider may update SLA
- 30 days' prior notice to Customer