Standard Service Level Agreement (SLA)

Effective Date: 01/01/2026]

This Service Level Agreement ("SLA") describes the service availability, support, and incident response commitments applicable to the Reliable Insights Platform ("Platform").

This SLA forms part of, and is incorporated into, the applicable **Terms of Service** and any executed commercial agreement. In the event of any conflict, the Terms of Service shall prevail.

1. Scope of this SLA

This SLA applies to:

- RI-hosted software-as-a-service (SaaS) platform components
- Core platform services, including Studio and Pipeline execution
- Support services provided by Reliable Insights Ltd ("RI")

This SLA does **not** apply to:

- Customer-managed environments or infrastructure
- Third-party services or components outside RI's control
- Hardware deployed outside RI-managed facilities, unless expressly agreed

2. Service availability

2.1 Availability target

RI will use commercially reasonable efforts to achieve a **Monthly Service Availability** of:

99.5% uptime, measured on a calendar-month basis.

Availability is measured as the percentage of time the core Platform services are operational and accessible, excluding Permitted Downtime.

2.2 Permitted downtime

The following are excluded from availability calculations:

- Planned maintenance (Section 2.3)
- Emergency maintenance
- Force majeure events
- Customer-caused outages or misconfiguration
- Internet, network, or infrastructure failures outside RI's control

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- Third-party service failures

2.3 Planned maintenance

- Planned maintenance will normally be scheduled outside UK business hours

- RI will use reasonable efforts to provide advance notice

- Planned maintenance may result in temporary service unavailability

3. Support services

3.1 Support hours

Standard support is provided during:

UK Business Hours
Monday to Friday, 09:00–17:00 (excluding UK public holidays)

Extended or 24×7 support may be available by separate agreement.

3.2 Support channels

Support requests may be submitted via:

- Email

- Designated support portal or ticketing system (where provided)

Support requests should include sufficient detail to allow investigation.

4. Incident classification and response

4.1 Incident severity levels

Severity	Description
Severity 1 – Critical	Platform unavailable or severe degradation with no workaround
Severity 2 – High	Major functionality impaired, workaround available
Severity 3 – Medium	Non-critical functionality impaired
Severity 4 – Low	Minor issue, general enquiry, or documentation request

4.2 Target response times

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Severity	Target Initial Response
Severity 1	4 business hours
Severity 2	1 business day
Severity 3	2 business days
Severity 4	5 business days

Response times refer to **initial acknowledgement**, not resolution.

4.3 Resolution targets

RI will use commercially reasonable efforts to resolve incidents as soon as practicable.
Resolution times are **not guaranteed** and depend on:

- Issue complexity
- Root cause
- Third-party dependencies
- Customer responsiveness

5. Customer responsibilities

Customers are responsible for:

- Maintaining accurate contact and escalation details
- Promptly reporting issues
- Cooperating reasonably with troubleshooting
- Ensuring appropriate user access controls
- Securing customer-managed environments and networks

Failure to meet these responsibilities may impact RI's ability to meet SLA targets.

6. Service credits

Unless expressly agreed in writing:

- **Service credits are not provided**
- SLA commitments are provided as **operational targets**, not warranties

Any service credits must be defined in a separate commercial agreement.

7. Exclusions and limitations

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This SLA does not apply to:

- Beta or evaluation services

- Proof-of-concept deployments unless agreed

- Custom development or professional services

- Issues caused by misuse or breach of the Acceptable Use Policy

8. Changes to the SLA

RI may update this SLA from time to time.
Material changes will not apply retroactively without customer consent.

9. Relationship to other documents

This SLA should be read alongside:

- Terms of Service

- Acceptable Use Policy

- Data Processing Agreement (DPA)

- Privacy Policy

In the event of conflict, the executed contractual documents take precedence.

10. No guarantee of fitness for purpose

The Platform is provided to support analytical and operational workflows.
RI does not guarantee:

- Specific analytical outcomes

- Accuracy of predictions

- Regulatory compliance of customer processes

Customers remain responsible for validation and decision-making.