



UMAY ANA

SERVICE LEVEL AGREEMENT

Enterprise Availability, Support & Service Operations

Version 1.0 | September 2026

ENTERPRISE / CONTRACTUAL DOCUMENT

Enterprise AI & Agricultural Intelligence Services

Banks • Insurers • Reinsurers • Public Institutions • Agribusiness

Important drafting note. The numerical targets below are commercially reasonable baseline targets for enterprise contracting. They become binding only when an executed Order Form incorporates this SLA and does not state different targets.

1. Scope

This Service Level Agreement ("SLA") describes baseline service availability, incident classification, support response objectives, maintenance, measurement, and service-credit principles for the Umay Ana enterprise Services. Consumer mobile-store availability, third-party networks, customer-managed integrations, and pilot-only or beta features are excluded unless expressly included in an Order Form.

2. Service Availability Objective

Service component	Monthly objective	Measurement basis
Production institutional API / export endpoints	99.5%	Monthly availability during agreed monitored windows, excluding Excluded Downtime.
Enterprise web dashboard, where contracted	99.5%	Successful access to core authenticated functions.
Scheduled batch delivery, where contracted	Per Order Form	Completion within agreed delivery window, excluding source-data or Customer-caused delays.

Availability (%) = (Total Measured Minutes - Unavailable Minutes) / Total Measured Minutes × 100.

3. Excluded Downtime

- Planned maintenance announced in advance where reasonably practicable.
- Emergency maintenance required to protect security or service integrity.
- Failure of Customer systems, credentials, integrations, networks, or configuration.
- Third-party internet, telecommunications, cloud, weather-data, app-store, device, or other dependencies outside Provider's reasonable control.
- Force majeure events and attacks or abuse that cannot reasonably be prevented by standard safeguards.
- Features expressly designated beta, preview, proof-of-concept, or pilot-only.

4. Incident Severity and Response Objectives

Severity	Example	Initial response objective	Update objective
P1 - Critical	Production service unavailable for a substantial contracted user base; confirmed major security incident.	1 hour	Every 2 hours while actively managed

Severity	Example	Initial response objective	Update objective
P2 - High	Material degradation or major contracted function unavailable with no reasonable workaround.	4 business hours	Daily or on material change
P3 - Medium	Non-critical function impaired; workaround generally available.	1 business day	As reasonably necessary
P4 - Low	General question, cosmetic issue, feature request.	2 business days	As reasonably necessary

5. Support Channels and Coverage

Enterprise support channels and support hours will be specified in the Order Form. Unless otherwise agreed, support is provided during Provider business hours for P2-P4 matters, while P1 incidents may be escalated through the designated incident contact channel. Customer will maintain current technical and security contacts.

6. Planned Maintenance

Provider may perform planned maintenance to improve security, resilience, performance, or functionality. Provider will use commercially reasonable efforts to minimize disruption and, for material planned maintenance, provide advance notice through agreed enterprise channels. Emergency maintenance may occur without advance notice when necessary to protect the Services or customers.

7. Service Monitoring and Measurement

- Provider monitoring and service logs are the primary source for SLA measurement unless the parties agree otherwise.
- Short intermittent failures may be aggregated according to the measurement method stated in the Order Form.
- Customer must notify Provider of an asserted SLA failure within 30 days after the affected month with reasonable supporting detail.

8. Service Credits

Monthly availability	Illustrative service credit
>= 99.5%	No credit
99.0% - <99.5%	5% of affected monthly recurring fee
98.0% - <99.0%	10% of affected monthly recurring fee
<98.0%	15% of affected monthly recurring fee

Service credits, if incorporated into the applicable Order Form, are Customer's sole monetary remedy for an availability SLA failure and are capped at 15% of the affected monthly recurring fee. Credits do not apply to excluded downtime or non-production services.

9. AI Processing and External Data Dependencies

Some Umay Ana functions depend on external AI, weather, mapping, satellite, telecommunications, or other data/services. Provider will design for graceful degradation where practical, but individual AI analysis latency, third-party data freshness, and third-party model availability are not guaranteed unless expressly committed in an Order Form. Provider may substitute technically equivalent dependencies to preserve service continuity, subject to applicable data-protection commitments.

10. Continuity and Recovery

Provider will maintain continuity and recovery practices proportionate to the contracted Services, including backup and restoration procedures for critical production data and infrastructure. Any committed recovery time objective (RTO) or recovery point objective (RPO) will be stated in the Order Form or a dedicated business continuity schedule.

11. Customer Responsibilities

- Maintain secure credentials and appropriate user access.
- Use supported interfaces and comply with documented rate limits and integration requirements.
- Provide accurate escalation contacts and promptly cooperate in troubleshooting.
- Avoid using Umay Ana outputs as the sole basis for legally significant automated decisions unless expressly validated and contractually permitted.

Acceptance and Relationship to the MSA

This document forms part of the Umay Ana enterprise contracting framework when incorporated by reference into a Master Services Agreement, Order Form, Statement of Work, or other written agreement executed by the parties. If there is a conflict, the order of precedence stated in the applicable agreement or Order Form will apply.

This template is intended to support commercial contracting and enterprise readiness. It should be reviewed by qualified counsel for the governing jurisdiction, the customer's regulatory status, data flows, and negotiated risk allocation before signature or public reliance.