

## SERVICE LEVEL AGREEMENT · INSURER-FACING

# What we **commit to**: uptime, response times, service credits.

**Version history:** v1.0 — 25 October 2026 (initial publication). v1.1 — 25 October 2026 (audit fixes).

See </legal/CHANGELOG.md>.

This Service Level Agreement ("SLA") sets out the measurable availability and support commitments Digitaliisla Technologies Private Limited makes to every insurance-company customer of the DigiSurvey platform. It is incorporated by reference into the Master Services Agreement (MSA) and the Data Processing Agreement (DPA) and is enforceable in Indian courts at Jaipur / Jhunjhunu, Rajasthan.

Our principle: an SLA is only useful if the numbers are the real numbers. We publish our monthly uptime on the status page (planned); if we miss, the service credit is calculated and applied without the customer having to chase.

## 1. Platform availability commitment

| Metric                                                                                                                       | Target                                                                                   | Measurement                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>Monthly uptime</b> of the DigiSurvey web and API services, excluding scheduled maintenance and the exclusions in Clause 6 | <b>99.9%</b> per calendar month (approximately 43 minutes of unplanned downtime allowed) | Synthetic HTTP probes against the production hostnames every 60 seconds, from at least two geographies.             |
| <b>Monthly uptime</b> of the authentication / login endpoint                                                                 | <b>99.9%</b> per calendar month                                                          | Same probe fleet; login success-rate threshold.                                                                     |
| <b>Monthly uptime</b> of the OCR sub-service (document extraction)                                                           | <b>99.5%</b> per calendar month                                                          | End-to-end OCR submission probe; degraded performance where Gemini upstream is slow counts as partial availability. |

| Metric      | Target                                                                              | Measurement                                                                                                             |
|-------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Status page | <b>Planned Q1 2027</b> —<br>status.digitaliisla.co.in with<br>per-component history | Independently hosted (not<br>on the same Cloudflare<br>account) so an outage of<br>our own stack cannot hide<br>itself. |

## 2. Service credits

If actual monthly uptime of the DigiSurvey web and API services falls below 99.9%, the customer receives a service credit calculated as a percentage of the monthly fees paid for that service in the affected month. No credit is paid in cash; it is applied against the next invoice.

| Measured monthly uptime | Service credit                  |
|-------------------------|---------------------------------|
| 99.0% to < 99.9%        | <b>10%</b> of that month's fees |
| 95.0% to < 99.0%        | <b>25%</b> of that month's fees |
| Less than 95.0%         | <b>50%</b> of that month's fees |

Credits are the customer's sole and exclusive financial remedy for breach of the availability commitment, except in the case of wilful breach, gross negligence, or a wilful breach of the Zero-Commercial-Use Pledge (where uncapped liability applies). Credits must be claimed within 30 days of the end of the affected month; we also proactively apply any credit we detect without being asked.

## 3. Support response SLAs

Severity is set initially by the customer when they open the ticket and may be adjusted by mutual agreement. "Business hours" are 09:30–18:30 IST, Monday to Friday, excluding India public holidays.

| Severity     | Definition                                                                                     | Acknowledgement<br>SLA | Resolution<br>SLA        |
|--------------|------------------------------------------------------------------------------------------------|------------------------|--------------------------|
| <b>Sev 1</b> | <b>Platform down</b> — the service is<br>unreachable or unusable for all users of a<br>tenant. | <b>1 hour</b> (24×7)   | <b>4 hours</b><br>(24×7) |

| Severity | Definition                                                                                                                           | Acknowledgement SLA    | Resolution SLA         |
|----------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|
| Sev 2    | <b>Major degradation</b> — a core function (survey creation, PDF generation, insurer sync) is unavailable or substantially impaired. | <b>2 hours</b> (24×7)  | <b>8 hours</b> (24×7)  |
| Sev 3    | <b>Minor issue</b> — a non-core feature is broken, or a workaround exists.                                                           | <b>1 business day</b>  | <b>3 business days</b> |
| Sev 4    | <b>Question or request</b> — cosmetic defect, how-to, documentation, feature request.                                                | <b>2 business days</b> | <b>5 business days</b> |

"Resolution" means the customer-visible impact is removed; a root-cause fix may follow under a longer timeline agreed in the ticket.

## 4. Support channels

- **Email** — support@digitaliiisla.co.in. Monitored 24×7 for Sev 1 and Sev 2 via on-call pager rota.
- **Phone** — +91 83026 98307 during business hours (IST). Outside business hours the number diverts to voicemail and a transcript is paged to on-call.
- **Security incidents** — security@digitaliiisla.co.in for anything that may be a security event (always escalated to Sev 1 for triage).
- **Enterprise customers** — may be issued a direct Slack Connect or Microsoft Teams channel with named engineers; the SLA numbers above still apply.

## 5. Scheduled maintenance

- **Advance notice.** We give at least **7 days' notice** of any scheduled maintenance window that is expected to cause downtime, via the admin email on file and the status page (when live).
- **Maximum maintenance budget.** Scheduled maintenance windows will not exceed **4 hours in any calendar month** in aggregate.
- **Timing.** Scheduled maintenance is placed outside business hours IST — typically Saturday or Sunday, 23:00–03:00 IST.
- **Emergency maintenance.** If a security or data-integrity issue requires immediate action, we may act without the 7-day notice; we will still notify as early as practicable, and emergency downtime is excluded from the credits calculation only if the cause is a vulnerability we must patch within hours.

- Scheduled maintenance (within the above caps) does not count against the 99.9% availability target.

## 6. Exclusions

Downtime attributable to the following is excluded from the uptime calculation and from service credits:

- **Force majeure** — natural disaster, war, civil unrest, nationwide internet outage, government-mandated shutdown.
- **Customer-caused outages** — misconfiguration by the customer, exhaustion of a customer-set quota, DNS misconfiguration by the customer, revocation of credentials by the customer.
- **Third-party upstream failure** — a documented outage of a sub-processor (Supabase, Cloudflare, Cloudflare R2, AWS S3, Backblaze, Razorpay, Resend, Google Gemini) where the sub-processor's own status page confirms the incident. We maintain fallbacks and degrade gracefully where we can; where we cannot, this exclusion applies.
- **Customer-approved maintenance** — downtime undertaken at the customer's written request.
- **Beta or preview features** — functionality clearly labelled as beta, preview, or pilot is covered by the availability of the broader platform but has no stand-alone SLA.

## 7. Measurement & reporting

- **Measurement is currently in bring-up.** External synthetic probes against the production hostnames (every 60 seconds, from at least two geographies, via a status page at [status.digitaliisla.co.in](https://status.digitaliisla.co.in)) are planned to go live in Q1 2027. Until then, uptime is self-measured and SLA credits are calculated in good faith on the Company's internal monitoring. Customers may dispute self-measured periods with written evidence; disputes resolved under the DPA's good-faith clause.
- **Status page** ( **Planned Q1 2027** ) will publish per-component uptime for the preceding 90 days.
- **Monthly report** is available on request from [support@digitaliisla.co.in](mailto:support@digitaliisla.co.in) for any customer whose MSA is active.
- **Disputes** about the measurement are resolved by reference to our monitoring logs, which are retained for 18 months. Where the customer has their own monitoring showing a different result, we will investigate in good faith.

## 8. Severity escalation and governance

- Sev 1 tickets automatically page the Technical Director (Mr. Vikas Saini) and the on-call engineer.

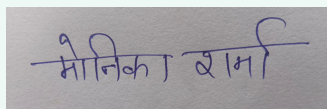
- A Sev 1 open for more than 4 hours is further escalated to the Authorised Signatory (Mrs. Monika Sharma, Director).
- A customer may raise any ticket to the Grievance Officer (grievance@digitaliisla.co.in) at any time, parallel to normal support.
- Repeated SLA misses in two consecutive months trigger an internal post-mortem and a written remediation plan shared with affected customers within 14 days.

## 9. Changes to this SLA

We may change this SLA from time to time. For material changes that reduce the committed service levels, we will give **30 days' notice** and no change will apply retrospectively. Customers under an executed MSA keep the SLA in force at the date of execution unless both parties agree to the change in writing.

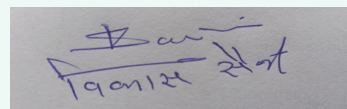
### SLA COMMITMENT · SIGNED

Digitaliisla Technologies Private Limited commits to the availability targets, support response times, and service credits set out above as its baseline obligation to every insurance-company customer of DigiSurvey. We will measure honestly, publish the result, and apply any credit the customer is owed without requiring them to ask. Where we miss a commitment, we will say so, explain why, and set a dated remediation.



**Mrs. Monika Sharma**

Director · Authorised Signatory  
(per Board Resolution to be executed at the first  
Board Meeting of the Company (ref  
DIISLA/BR/2026-10-25/01 and /02 pending  
signatures))



**Mr. Vikas Saini**

Director & Founder

Dated: 25 October 2026 · Jhunjhunu, Rajasthan, India

Witnessed by Grievance Officer: Mr. Alok Sharma, Advocate — Grievance Officer; Bar Council of Rajasthan, Enrolment No. R/1387/2012 · grievance@digitaliisla.co.in · +91 93145 91361

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