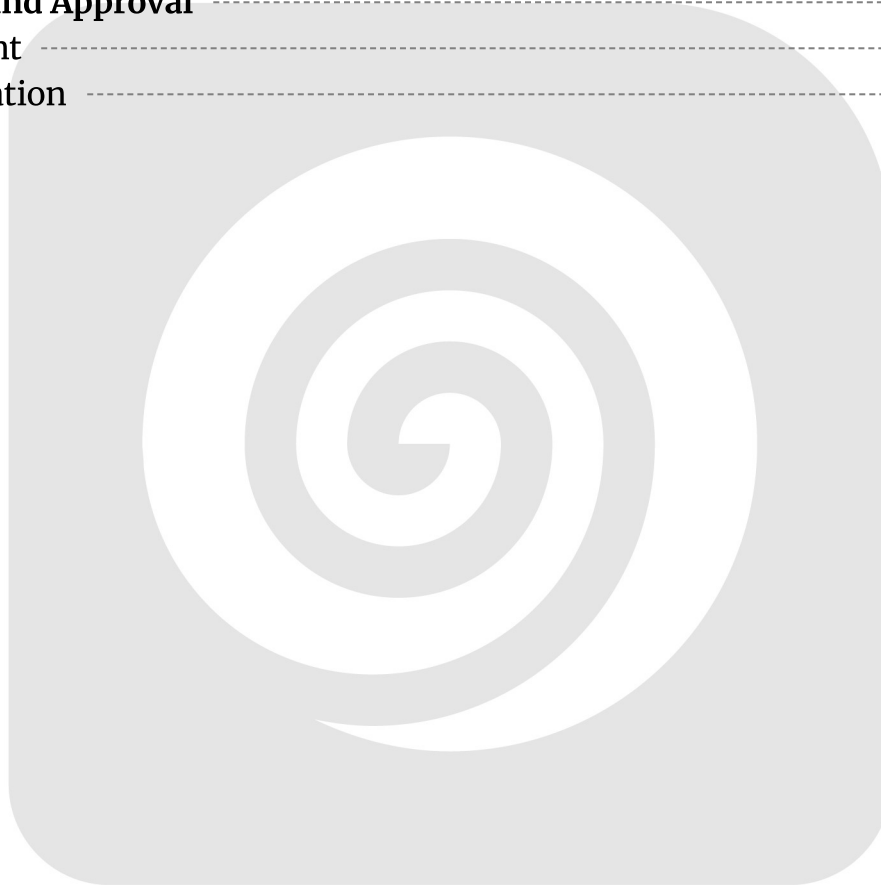


# Table of Contents

<b>Introduction and Purpose</b>	<b>3</b>
Objectives	3
<b>Service Scope and Description</b>	<b>3</b>
Included Services	3
Excluded Services	4
Service Availability	4
<b>Service Level Objectives and Performance Metrics</b>	<b>4</b>
Key Performance Indicators (KPIs)	4
Minimum Acceptable Service Levels	4
Measurement and Reporting	5
Uptime Guarantee	5
<b>Roles and Responsibilities</b>	<b>5</b>
DocuPal Demo, LLC Responsibilities	5
ACME-1 Responsibilities	6
<b>Monitoring and Reporting</b>	<b>6</b>
Reporting Frequency and Format	6
<b>Escalation and Issue Resolution Process</b>	<b>7</b>
Issue Escalation	7
Issue Severity and Resolution Timeline	7
Service Level Failures and Dispute Resolution	7
<b>Penalties and Service Credits</b>	<b>8</b>
Calculation and Application	8
Penalty Structure	8
Maximum Penalty	8
<b>Security and Confidentiality</b>	<b>8</b>
Data Protection	9
Compliance	9
<b>Warranty and Liability</b>	<b>9</b>
Warranty	9
Limitation of Liability	9
Indemnification	9
<b>Contract Duration and Termination</b>	<b>10</b>
Renewal	10



Termination .....	10
Notice of Termination .....	10
<b>Change Management .....</b>	<b>10</b>
Change Request Process .....	11
Communication .....	11
Documentation .....	11
SLA Modification Procedure .....	11
<b>Definitions and Glossary .....</b>	<b>11</b>
Key Terms .....	12
<b>Signatures and Approval .....</b>	<b>12</b>
Agreement .....	12
Authorization .....	13



# Introduction and Purpose

This Service Level Agreement (SLA) outlines the understanding between DocuPal Demo, LLC, located at 23 Main St, Anytown, CA 90210, USA, and Acme, Inc ("ACME-1"), located at 3751 Illinois Avenue, Wilsonville, Oregon - 97070, USA, regarding the provision of document processing services. DocuPal Demo, LLC is a United States company.

## Objectives

This SLA aims to ensure that DocuPal Demo, LLC delivers reliable, high-quality document processing services that meet Acme, Inc's business requirements and expectations. These services encompass document conversion, data extraction, and automated workflows. This agreement defines the specific services provided, expected performance levels, and the responsibilities of both parties. It also establishes procedures for monitoring performance, reporting issues, resolving disputes, and addressing data security. The SLA further details potential penalties for breaches of the agreement, contract duration, and the process for managing changes to the agreement itself.

## Service Scope and Description

This Service Level Agreement (SLA) outlines the services Docupal Demo, LLC will provide to Acme, Inc (ACME-1). We are committed to delivering reliable and high-quality document management solutions.

## Included Services

The following services are included in this SLA:

- **Document Conversion:** Converting documents between various file formats. This ensures compatibility and accessibility across different systems.
- **Data Extraction:** Extracting relevant data from documents. This data can then be used for analysis, reporting, and integration with other applications.
- **Automated Workflows:** Creating and managing automated document workflows. This streamlines processes, reduces manual effort, and improves efficiency.



## Excluded Services

Any services not explicitly listed above are excluded from this SLA.

## Service Availability

Docupal Demo, LLC will provide the included services on a 24/7 basis. Our target availability is 99.9% uptime. We strive to ensure uninterrupted access to our services for ACME-1. There are no geographical or operational limits to this agreement.

# Service Level Objectives and Performance Metrics

DocuPal Demo, LLC will provide services to ACME-1 according to the following service level objectives. We will measure our performance against these metrics and report them monthly.

## Key Performance Indicators (KPIs)

We will monitor three key performance indicators to ensure service quality:

- Document processing accuracy
- Processing time
- System uptime

## Minimum Acceptable Service Levels

Our minimum acceptable service levels are:

- **Document Processing Accuracy:** 99%
- **Average Processing Time:** Under 5 seconds
- **System Uptime:** 99.9%

## Measurement and Reporting

DocuPal Demo, LLC will use internal monitoring tools to track the KPIs. We will provide ACME-1 with a monthly report detailing our performance against these objectives. The report will include data on document processing accuracy, average



processing time, and system uptime.

## Uptime Guarantee

We are committed to providing ACME-1 with highly available systems. We guarantee 99.9% system uptime, measured monthly. Uptime is defined as the time the system is available for processing documents. Scheduled maintenance will be performed outside of peak hours whenever possible and will be communicated to ACME-1 in advance. Unscheduled downtime excludes events outside of DocuPal Demo, LLC's reasonable control, such as:

- Network outages
- Hardware failures
- Natural disasters
- Acts of terrorism

## Roles and Responsibilities

This section defines the roles and responsibilities of both DocuPal Demo, LLC and ACME-1 to ensure the successful delivery and operation of the services outlined in this SLA.

### DocuPal Demo, LLC Responsibilities

DocuPal Demo, LLC, as the service provider, is responsible for:

- Providing the services as described in this agreement.
- Maintaining the uptime and performance of the systems supporting the services.
- Promptly addressing and resolving any issues or incidents related to the services.
- Monitoring service performance and generating reports as defined in the "Monitoring and Reporting" section.
- Ensuring data security and confidentiality.

### ACME-1 Responsibilities

ACME-1, as the client, is responsible for:



- Providing accurate and complete input data required for the services.
- Adhering to the agreed-upon workflows and procedures.
- Promptly reporting any issues or service disruptions to DocuPal Demo, LLC.
- Providing timely feedback and approvals as needed.
- Ensuring their users are trained on proper use of the services.

## Monitoring and Reporting

DocuPal Demo, LLC will monitor service performance to ensure adherence to the service levels defined in this SLA. Monitoring will be conducted using internal monitoring tools and system logs.

### Reporting Frequency and Format

A monthly performance report will be generated and shared with ACME-1. The report will be delivered in both PDF and CSV formats. The reports will include key performance indicators (KPIs) such as:

- Document processing accuracy
- Processing time
- System uptime

The monthly reports will provide a clear view of service performance against agreed-upon targets.

## Escalation and Issue Resolution Process

This section outlines the process for escalating and resolving issues related to the services provided by DocuPal Demo, LLC to ACME-1. It defines escalation tiers, resolution timelines, and dispute resolution mechanisms.

### Issue Escalation

Issues will be escalated through the following tiers:

- **Tier 1:** Support Team
- **Tier 2:** Technical Lead
- **Tier 3:** Operations Manager





Contact details for each tier will be provided separately.

## Issue Severity and Resolution Timeline

Issues will be categorized by severity, with corresponding resolution timelines:

Severity Level	Description	Resolution Timeline
Severity 1	Critical impact on service; complete outage.	2 hours
Severity 2	Significant impact on service; major functionality impaired.	4 hours
Severity 3	Minor impact on service; partial functionality impaired or inconvenience.	8 hours

## Service Level Failures and Dispute Resolution

In the event that service levels are not met, ACME-1 must notify DocuPal Demo, LLC promptly. DocuPal Demo, LLC will investigate the issue and provide a root cause analysis within a reasonable timeframe. If ACME-1 disagrees with the findings or proposed resolution, the issue will be escalated to the next tier for review. Formal disputes will be resolved through mediation. If mediation is unsuccessful, the dispute will proceed to binding arbitration. The location of arbitration will be mutually agreed upon. All decisions in arbitration are final and binding.

## Penalties and Service Credits

DocuPal Demo, LLC will issue service credits to ACME-1 if we fail to meet the agreed-upon Service Level Agreements (SLAs). These service credits serve as compensation for performance deviations.

## Calculation and Application

Service credits are calculated based on the severity and duration of the SLA breach. The calculation method will consider the impact on ACME-1's operations. Approved service credits will then be applied to ACME-1's next invoice.



## Penalty Structure

The following table outlines the service credit percentages that will be applied based on the extent of the SLA breach in a given month:

Performance Level	Service Credit
99.5% - 99.9%	2%
99.0% - 99.4%	5%
Below 99.0%	10%

## Maximum Penalty

The maximum penalty for SLA breaches in any given month is capped at 10% of the total monthly service fee payable by ACME-1. This limit ensures predictability.

# Security and Confidentiality

Docupal Demo, LLC will maintain industry-standard security measures to protect ACME-1's data. These measures include encryption both in transit and at rest, strict access controls, and regular security audits to ensure data integrity and confidentiality.

## Data Protection

ACME-1's data will be protected in accordance with SOC 2 Type II standards. Docupal Demo, LLC will implement and maintain appropriate technical and organizational measures to prevent unauthorized access, use, or disclosure of ACME-1's data.

## Compliance

Docupal Demo, LLC acknowledges that it may process personal data subject to GDPR. We will comply with all applicable data protection laws and regulations, including GDPR, regarding the processing of ACME-1's data. We will promptly notify ACME-1 of any data breach or security incident affecting ACME-1's data.





# Warranty and Liability

## Warranty

DocuPal Demo, LLC warrants that all services will be performed in a professional and workmanlike manner, consistent with industry standards and practices. This warranty is valid for the duration of the service period as defined in this Agreement.

## Limitation of Liability

DocuPal Demo, LLC's liability for any claim arising out of or related to this Agreement shall be limited to the amount of fees paid by ACME-1 to DocuPal Demo, LLC in the one month preceding the date on which the claim arose. In no event shall DocuPal Demo, LLC be liable for any indirect, incidental, special, or consequential damages.

## Indemnification

Each party agrees to indemnify and hold harmless the other party from any third-party claims, damages, liabilities, costs, and expenses (including reasonable attorney's fees) arising out of or related to its performance or breach of this Agreement.

# Contract Duration and Termination

This Service Level Agreement (SLA) will begin on the effective date and continue for an initial period of one (1) year.

## Renewal

This SLA will automatically renew for successive one (1) year terms unless either party provides written notice of termination at least thirty (30) days prior to the end of the then-current term.

## Termination

This SLA may be terminated under the following conditions:



- **Material Breach:** Either party may terminate this SLA if the other party materially breaches any of its obligations under this SLA, and fails to cure such breach within thirty (30) days after receiving written notice of the breach.
- **Bankruptcy:** Either party may terminate this SLA immediately upon the institution of proceedings for bankruptcy or similar relief by or against the other party.
- **Mutual Agreement:** This SLA may be terminated at any time by mutual written agreement of both DocuPal Demo, LLC and ACME-1.

## Notice of Termination

The party desiring to terminate this SLA must provide written notice of termination to the other party at least thirty (30) days prior to the effective date of termination, unless termination is due to bankruptcy.

## Change Management

This section describes how changes to this Service Level Agreement (SLA) and the services it covers will be managed.

### Change Request Process

Any proposed change to the services outlined in this SLA, or to the SLA itself, must be submitted as a formal change request. Both Docupal Demo, LLC and ACME-1 must agree to the change for it to be implemented.

### Communication

We will communicate about changes via email and during regular status meetings. These meetings will provide updates on pending and approved changes.

### Documentation

All changes will be documented in a change log. This log will track the details of the change, the reason for the change, and the approval status. The change log will be appended to this SLA to maintain a complete record of all modifications.



## SLA Modification Procedure

To modify this SLA or its service terms, either party can initiate a change request. This request must include a detailed description of the proposed change, the rationale behind it, and the expected impact. Upon receiving a change request, both Docupal Demo, LLC and ACME-1 will review the request and assess its feasibility and potential consequences. If both parties agree to the proposed change, it will be documented in the change log and appended to the SLA. The updated SLA, including the change log, will then be distributed to all relevant stakeholders. This ensures everyone is aware of the revised terms and conditions. The change will become effective on a mutually agreed-upon date.

## Definitions and Glossary

This section defines the terms used in this Service Level Agreement (SLA) between DocuPal Demo, LLC and Acme, Inc ("ACME-1"). These definitions clarify the meaning of terms as they relate to the services, performance metrics, and obligations outlined in this document.

### Key Terms

- **Service Level Agreement (SLA):** A formal agreement between DocuPal Demo, LLC and ACME-1 that defines the services provided, performance standards, responsibilities of each party, and the procedures for monitoring, reporting, and resolving issues. The SLA also specifies remedies for failures to meet the defined service levels.
- **Key Performance Indicators (KPIs):** Measurable values used to evaluate the success of the service delivery. KPIs reflect critical success factors and are used to monitor and manage performance levels against agreed-upon targets.
- **Uptime:** The percentage of time the service is available and fully functional. Uptime is calculated as the total time the service is expected to be available minus any downtime, divided by the total time the service is expected to be available.
- **Response Time:** The duration between when a service request is initiated by ACME-1 and when DocuPal Demo, LLC acknowledges the request and begins working to fulfill it. Response time is measured in minutes or hours,



depending on the severity and nature of the request.

## Signatures and Approval

This Service Level Agreement (SLA) becomes effective upon the date of the last signature below.

### Agreement

By signing below, both Docupal Demo, LLC and Acme, Inc. agree to all terms and conditions outlined in this Service Level Agreement.

Signatory	Title	Date
Docupal Demo, LLC		2025-08-09
Acme, Inc (ACME-1)		2025-08-09

### Authorization

The individuals signing below confirm they are authorized representatives of their respective companies and have the authority to bind their organizations to this Service Level Agreement.

#### Docupal Demo, LLC

Name:

Title:

Date: 2025-08-09

#### Acme, Inc (ACME-1)

Name:

Title:

Date: 2025-08-09

