

# Table of Contents

<b>Scope of Services</b>	3
Included Services	3
Service Boundaries	3
Excluded Services	3
<b>Performance Metrics and Service Levels</b>	4
Key Performance Indicators (KPIs)	4
Service Levels	4
<b>Roles and Responsibilities</b>	4
Service Provider Responsibilities	5
Client Responsibilities	5
<b>Incident Management and Escalation</b>	5
Incident Reporting and Resolution	5
Escalation Process	5
<b>Reporting and Monitoring</b>	6
Performance Tracking	6
Reporting	6
Service Review	6
<b>Penalties and Service Credits</b>	6
Calculation of Service Credits	7
<b>Change Management</b>	7
Change Request Process	7
Change Approval	8
Communication and Notification	8
SLA Modification Procedure	8
<b>Governance and Review</b>	8
Review Process	9
<b>Definitions and Terminology</b>	9
General Terms	9
Security and Compliance Terms	10
<b>Exclusions and Limitations</b>	10
Service Exclusions	10
Limitation of Liability	10
<b>Term and Termination</b>	10



Agreement Term .....	11
Renewal .....	11
Termination .....	11
<b>Confidentiality and Data Protection .....</b>	<b>11</b>
Data Protection Standards .....	11
<b>Dispute Resolution .....</b>	<b>12</b>
Informal Negotiation .....	12
Escalation .....	12
Mediation .....	12
<b>Contact and Support Information .....</b>	<b>12</b>
Primary Contacts .....	12
Support Hours .....	12
<b>Service Environment and Infrastructure .....</b>	<b>13</b>
<b>Security and Compliance Requirements .....</b>	<b>13</b>
<b>Backup and Disaster Recovery .....</b>	<b>13</b>
Data Backup .....	14
Disaster Recovery .....	14
<b>Service Availability and Maintenance Windows .....</b>	<b>14</b>
Scheduled Maintenance .....	14
<b>Performance Reporting Metrics .....</b>	<b>15</b>
Reporting Frequency .....	15
Metrics Included .....	15
Metric Weighting .....	15
<b>Training and Support .....</b>	<b>16</b>
Post-Deployment Support .....	16



# Scope of Services

This Scope of Services outlines the specific services DocuPal Demo, LLC will provide to ACME-1 under this Service Level Agreement. These services include Document Management, Workflow Automation, and e-Signature capabilities, delivered through DocuPal Demo, LLC's software platform.

## Included Services

- **Document Management:** Secure storage, retrieval, and organization of electronic documents.
- **Workflow Automation:** Automated routing and approval processes for documents.
- **e-Signature:** Electronic signature functionality for legally binding document execution.

## Service Boundaries

The service boundary is defined as the point of integration between DocuPal Demo, LLC's software and ACME-1's existing IT infrastructure. DocuPal Demo, LLC is responsible for the performance and availability of its software up to this integration point.

## Excluded Services

The following services are explicitly excluded from this SLA:

- Legal Advice related to document content or usage.
- Custom Development beyond the initially agreed-upon scope as defined in the project agreement.



# Performance Metrics and Service Levels

DocuPal Demo, LLC will ensure that the services provided to ACME-1 meet the performance standards defined below. We will monitor these metrics using our internal monitoring tools. Monthly reports will be provided to ACME-1 detailing our performance against these targets.

## Key Performance Indicators (KPIs)

Our service performance is measured by the following KPIs:

- **Uptime Percentage:** This measures the availability of our services. Our target is 99.9% uptime.
- **Document Processing Time:** This measures the time taken to process documents submitted by ACME-1. Our target is to process 95% of documents within 1 business day.
- **Support Ticket Resolution Time:** This measures the time taken to resolve support tickets submitted by ACME-1. Our target is to resolve 90% of tickets within 4 business hours.

## Service Levels

The following table summarizes the service levels for each KPI:

KPI	Target
Uptime Percentage	99.9%
Document Processing Time	95% within 1 business day
Support Ticket Resolution Time	90% within 4 business hours

# Roles and Responsibilities

This section defines the roles and responsibilities of both Docupal Demo, LLC ("Service Provider") and Acme, Inc ("Client") under this Service Level Agreement (SLA). Each party is accountable for fulfilling their respective obligations to ensure the successful delivery and receipt of the services.



## Service Provider Responsibilities

Docupal Demo, LLC is responsible for maintaining the availability of the services as outlined in this SLA. We will resolve support tickets promptly and efficiently. Regular performance reports will be provided to the Client, detailing service performance against agreed-upon metrics.

## Client Responsibilities

Acme, Inc. is responsible for providing accurate and complete data necessary for the Service Provider to perform its duties. The Client must adhere to all agreed-upon usage policies related to the services. ACME-1 will designate a primary contact person to serve as the main point of contact for all communications related to this SLA.

# Incident Management and Escalation

DocuPal Demo, LLC will manage all incidents to restore services to ACME-1 as quickly as possible. An incident is any unplanned interruption or reduction in service quality. We categorize incidents based on their impact: Low, Medium, or High.

## Incident Reporting and Resolution

ACME-1 can report incidents via phone or email. DocuPal Demo, LLC will acknowledge receipt within 30 minutes. Our Tier 1 Support will initially handle the incident. They will attempt to resolve it using standard procedures. If Tier 1 cannot resolve the issue, they will escalate it to Tier 2 Support.

## Escalation Process

The escalation path is as follows:

1. Tier 1 Support
2. Tier 2 Support
3. Account Manager
4. Head of Operations



If the incident remains unresolved after Tier 2 intervention, it escalates to the Account Manager. Finally, if needed, the Head of Operations will be engaged. DocuPal Demo, LLC will keep ACME-1 informed of progress at each stage. Resolution time depends on the incident's severity and complexity. We will provide estimated times upon initial assessment.

## Reporting and Monitoring

DocuPal Demo, LLC will provide ACME-1 with monthly performance reports. These reports will detail service availability, incident trends, and overall performance against the agreed-upon service levels. We use DocuPal's internal monitoring dashboard and integrated alerting system to track performance. This system allows proactive identification and resolution of potential issues.

### Performance Tracking

Service performance is continuously monitored using our internal tools. Key metrics, as defined in the "Performance Metrics and Service Levels" section of this SLA, are tracked in real-time.

### Reporting

Monthly reports will be delivered to ACME-1 by the 5th business day of each month. These reports will summarize the previous month's performance.

### Service Review

DocuPal Demo, LLC will conduct quarterly service reviews with ACME-1. These reviews will cover the monthly reports, discuss any service-related issues, and identify areas for improvement.

## Penalties and Service Credits

In the event that Docupal Demo, LLC fails to meet the service levels outlined in this SLA, ACME-1 will be entitled to service credits. These service credits will be applied to ACME-1's next billing cycle.





## Calculation of Service Credits

Service credits are calculated as a percentage of the monthly service fee. The percentage is determined by the severity and duration of the SLA breach. The specific calculation method is described below.

SLA Metric Violated	Severity Level	Service Credit Percentage
[Example Metric]	High	10%
[Example Metric]	Medium	5%
[Example Metric]	Low	2.5%

Docupal Demo, LLC will notify ACME-1 of any SLA breaches within [Number] business days of the occurrence. ACME-1 must then claim any applicable service credits within [Number] days of receiving such notice. Failure to claim service credits within the specified timeframe will waive ACME-1's right to receive them for that particular incident.

## Change Management

This section describes the procedures for managing changes to the services provided under this Service Level Agreement (SLA). It outlines how changes are initiated, assessed, approved, and implemented to ensure minimal disruption to ACME-1.

### Change Request Process

All proposed changes to the services, infrastructure, or processes covered by this SLA must be submitted as a formal change request. ACME-1 and DocuPal Demo, LLC will each designate representatives responsible for submitting and reviewing these requests.

The change request should include:

- A detailed description of the proposed change.
- The reason for the change.
- The expected impact on services.
- A proposed implementation plan.
- A rollback plan in case of failure.

## Change Approval

Submitted change requests will be reviewed by designated representatives from both DocuPal Demo, LLC and ACME-1. Approval requires mutual agreement. Factors considered during the review process include:

- Potential impact on service availability and performance.
- Risks associated with the change.
- Resource requirements.
- Alignment with ACME-1's business objectives.

## Communication and Notification

DocuPal Demo, LLC will provide ACME-1 with monthly performance reports. Incident notifications will be issued as needed. Scheduled review meetings will take place to discuss performance, planned changes, and any other relevant issues.

## SLA Modification Procedure

Any modifications to the terms of this SLA, including changes to the service scope, performance metrics, or responsibilities, require a formal change request. DocuPal Demo, LLC must notify ACME-1 of any proposed changes at least 30 days in advance of the intended implementation date. The notification should clearly outline the proposed changes and their potential impact. ACME-1 will review the proposed changes and provide feedback within 15 days. The changes will only be implemented upon written agreement from both parties. A revised SLA document will then be created reflecting the agreed-upon changes.

## Governance and Review

DocuPal Demo, LLC will oversee compliance with this Service Level Agreement (SLA). Our Account Manager will be the primary point of contact for all SLA-related matters.

## Review Process

ACME-1 and DocuPal Demo, LLC will review this SLA annually. The review will assess the effectiveness of the services provided. It will also evaluate whether the agreed-upon performance metrics continue to meet ACME-1's business needs. Both





parties can propose changes during the review. Any changes must be mutually agreed upon and documented.

## Definitions and Terminology

This section defines key terms used throughout this Service Level Agreement (SLA) between DocuPal Demo, LLC and Acme, Inc (ACME-1). These definitions ensure a common understanding of the terms and conditions outlined in this document.

### General Terms

- **SLA:** Refers to this Service Level Agreement document, including all appendices and exhibits.
- **DocuPal Demo, LLC:** The service provider, a company organized under the laws of United States and having its principal place of business at 23 Main St, Anytown, CA 90210.
- **Acme, Inc (ACME-1):** The client receiving the services, a business entity organized under the laws of United States, located at 3751 Illinois Avenue, Wilsonville, Oregon – 97070, USA.
- **Service:** The specific services provided by DocuPal Demo, LLC to ACME-1, as detailed in the Scope of Services.
- **Business Day:** Any day, Monday through Friday, excluding federal holidays observed in the United States.
- **Business Hours:** 9:00 AM to 5:00 PM Pacific Time (PT) on Business Days.
- **Incident:** Any event that disrupts or degrades the quality of the Service.
- **Downtime:** The period when the Service is unavailable to ACME-1.
- **Uptime:** The period when the Service is available and functioning as expected.
- **Response Time:** The time it takes for DocuPal Demo, LLC to acknowledge and begin addressing an Incident reported by ACME-1.
- **Resolution Time:** The time it takes for DocuPal Demo, LLC to resolve an Incident and restore the Service to its normal operating condition.

### Security and Compliance Terms

- **Confidential Information:** Any information disclosed by one party to the other that is marked as confidential or that reasonably should be understood to be confidential.
- **Data Protection:** Measures taken to protect data against unauthorized access, use, disclosure, disruption, modification, or destruction.



- **ISO 27001:** A widely recognized international standard for information security management systems (ISMS). DocuPal Demo, LLC adheres to ISO 27001 standards.

## Exclusions and Limitations

### Service Exclusions

DocuPal Demo, LLC will not be liable for service unavailability caused by:

- Scheduled maintenance windows.
- Events of Force Majeure, including but not limited to acts of God, war, natural disaster, or government regulation.

### Limitation of Liability

DocuPal Demo, LLC's total liability to ACME-1 for any claim arising out of or relating to this SLA will be limited to the amount of fees paid by ACME-1 to DocuPal Demo, LLC in the three months immediately preceding the event giving rise to the claim.

## Term and Termination

### Agreement Term

This Service Level Agreement will be effective from January 1, 2024, and will continue until December 31, 2024.

### Renewal

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

### Termination

This Agreement may be terminated under the following circumstances:



- **Material Breach:** Either party may terminate this Agreement if the other party materially breaches any of its obligations and fails to cure such breach within 30 days after receiving written notice of the breach.
- **Bankruptcy:** Either party may terminate this Agreement if the other party becomes insolvent, files for bankruptcy, or is subject to any similar proceeding.
- **Mutual Agreement:** This Agreement may be terminated by mutual written agreement of both Docupal Demo, LLC and ACME-1.

## Confidentiality and Data Protection

DocuPal Demo, LLC and ACME-1 both acknowledge that they may have access to confidential information. This includes data relating to either party's business, operations, and customers. Both parties agree to protect this information. Confidential information will not be disclosed to third parties. It will only be used to fulfill the obligations in this SLA.

### Data Protection Standards

DocuPal Demo, LLC will handle all confidential information according to the Data Protection Agreement. This agreement is attached as Appendix A. We adhere to data protection standards. These include GDPR and CCPA.

## Dispute Resolution

Docupal Demo, LLC and ACME-1 will attempt to resolve any disputes relating to this SLA through good-faith negotiation.

### Informal Negotiation

Both parties will first try to resolve disputes informally. This involves direct discussions between the relevant personnel at Docupal Demo, LLC and ACME-1.

### Escalation

If informal negotiation fails, the dispute will be escalated to senior management within both Docupal Demo, LLC and ACME-1. These individuals will work together to find a resolution.



## Mediation

If senior management cannot resolve the dispute, both parties agree to attempt mediation. A mutually agreed-upon mediator will be selected to facilitate the resolution process. The costs of mediation will be shared equally by Docupal Demo, LLC and ACME-1.

## Contact and Support Information

For all inquiries related to this Service Level Agreement, please use the contact information below.

### Primary Contacts

- DocuPal Demo, LLC: John Smith
- Acme, Inc (ACME-1): Jane Doe

### Support Hours

Our support team is available from 8:00 AM to 6:00 PM Eastern Time (EST), Monday through Friday. Please direct all support requests during these hours for prompt assistance.

## Service Environment and Infrastructure

DocuPal Demo, LLC leverages the DocuPal Platform, hosted on the robust and scalable AWS Cloud infrastructure, to deliver its services to ACME-1. Our infrastructure undergoes regular software updates to maintain optimal performance and security. We perform hardware maintenance as needed to ensure reliable service delivery. This includes proactive monitoring and timely replacement of components.

The DocuPal Platform is designed for high availability and redundancy. This architecture minimizes potential disruptions and ensures business continuity for ACME-1. We continuously evaluate and improve our infrastructure to meet evolving needs and maintain service excellence.



# Security and Compliance Requirements

DocuPal Demo, LLC is committed to maintaining robust security measures to protect ACME-1's data. We employ encryption to safeguard data both in transit and at rest. Access controls are strictly enforced, limiting data access to authorized personnel only.

Regular security audits are conducted to identify and address potential vulnerabilities. DocuPal Demo, LLC complies with applicable data protection regulations, including GDPR, CCPA, and ISO 27001 standards. We continuously monitor and update our security protocols to adapt to evolving threats and compliance requirements.

## Backup and Disaster Recovery

Docupal Demo, LLC provides robust backup and disaster recovery measures to protect ACME-1's data. These measures are designed to minimize data loss and ensure business continuity.

### Data Backup

We perform full data backups daily. These backups include all ACME-1 application data, databases, and system configurations. Backups are stored in a secure, geographically separate location. This protects against data loss from hardware failures, natural disasters, or other unforeseen events. We use industry-standard encryption to protect data both in transit and at rest.

### Disaster Recovery

Our disaster recovery plan ensures that ACME-1 services can be restored quickly. The Recovery Time Objective (RTO) is 4 hours. This means we aim to restore services within 4 hours of a declared disaster. We regularly test our disaster recovery plan to ensure its effectiveness and to identify areas for improvement. The disaster recovery plan includes detailed procedures for restoring systems, data, and network connectivity. We maintain redundant systems and infrastructure to facilitate rapid failover in the event of a disaster.



# Service Availability and Maintenance Windows

DocuPal Demo, LLC will provide ACME-1 with a service uptime of 99.9% during normal business hours. This ensures that the services are accessible and operational for the vast majority of the time.

## Scheduled Maintenance

To maintain optimal performance, DocuPal Demo, LLC performs scheduled maintenance. These activities will occur on Saturdays between 12:00 AM and 4:00 AM Eastern Standard Time (EST). We schedule maintenance during these hours to minimize impact on ACME-1's business operations. The following chart illustrates the distribution of maintenance windows throughout the year:

## Performance Reporting Metrics

Docupal Demo, LLC will provide ACME-1 with regular performance reports. These reports will detail our adherence to the service levels outlined in this agreement. The reports are designed to be transparent and provide a clear understanding of service performance.

## Reporting Frequency

Performance reports will be generated and delivered to ACME-1 on a monthly basis. The reports will be delivered no later than the 10th day of the following month.

## Metrics Included

The performance reports will include, but are not limited to, the following metrics:

- **Uptime Percentage:** Measures the availability of the Docupal Demo, LLC service. It is calculated as the total time the service is available, divided by the total possible time, expressed as a percentage.





- **Document Processing Time:** Measures the average time taken to process documents submitted by ACME-1. This includes the time from submission to completion of processing.
- **Support Ticket Resolution Time:** Measures the average time taken to resolve support tickets submitted by ACME-1. This includes the time from ticket submission to ticket closure.

## Metric Weighting

The performance metrics are weighted to reflect their relative importance. The weightings are as follows:

- Uptime Percentage: 50%
- Document Processing Time: 30%
- Support Ticket Resolution Time: 20%

These weightings ensure that the most critical aspects of the service are given the appropriate emphasis in performance evaluation.

### Chart

This chart visually represents the weighting of each performance metric. Uptime Percentage carries the highest weight at 50%, followed by Document Processing Time at 30%, and Support Ticket Resolution Time at 20%.

## Training and Support

DocuPal Demo, LLC will provide comprehensive training resources to ACME-1 upon onboarding. These materials will cover all essential SLA processes. ACME-1 will also have continuous access to our knowledge base.

### Post-Deployment Support

ACME-1 will receive dedicated support from our specialized support team after deployment. We offer a comprehensive knowledge base and detailed online documentation. These resources ensure ACME-1 has the support needed to effectively utilize our services and understand the SLA terms.