

CS-MKT-0003 · COMPLIANCESUITE DOCUMENTATION

# Service Level Agreement.

FIT-only redaction. Effective 2026-04-28.

DOCUMENT ID	VERSION	EFFECTIVE	OWNER
<b>CS-MKT-0003</b>	<b>v1.0</b>	<b>2026-04-28</b>	<b>Customer Operations</b>

*Public — Documentation · Review cycle: On change*

# Control block and metadata anchor.

The control block identifies the document, its current revision, the regulated process it supports, and the people accountable for its lifecycle. Every value below is the source of truth for any downstream record, audit trail entry, or signature block.

DOCUMENT ID	CS-MKT-0003
TITLE	Service Level Agreement (Template)
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DOCUMENT OWNER	Customer Operations
CLASSIFICATION	Public — Documentation
RELATED RECORDS	/output/CS-MKT-0003_Service_Level_Agreement.pdf
SUPERSEDES	— (initial release)

# Sign-off table, ready for ink or e-signature.

The signatures below confirm review and authorisation of this document. Approvals must be recorded in chronological order. If the document is signed electronically, the e-signature record on the ComplianceSuite platform supersedes any handwritten entry on this page and carries the same legal weight under 21 CFR Part 11 and EU GMP Annex 11.

Role	Name	Function	Date	Signature
Author		Validation Lead		
Reviewer		Quality Assurance		
Reviewer		Process / System Owner		
Approver		Head of Quality		
Approver		Regulatory Affairs		

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# What this edition covers.

- **Scope:** Platform Availability (Auth, Read, Write, Sign), Incident Response, Maintenance Windows, Service Credits
- **Out-of-Scope:** Customer-Side Issues (IdP, Network, Infrastructure), Force Majeure, Beta Features
- **Definitions:** Available, Unavailable, Service Period (calendar quarter), Severity 1–4
- **Availability Commitment:** Percentage-Based Target per Service Period
- **Incident Response:** Response & Resolution Targets by Severity (Placeholders in Template)
- **Service Credits:** Conceptual Structure (concrete Tier Values in executed Service Order)
- **Reporting:** Status Page, Quarterly Account Report, Live Availability Metric, Ad-hoc Reports

# What this edition does **NOT** cover.

- **Tier-specific Targets:** Response Time, Resolution Time, Availability %, Credit Thresholds — Subscription-Tier logic not implemented. All Tier values are <...> Placeholders, filled in executed Service Order.
- **Sandbox-specific Clauses:** No Sandbox-Provisioning logic in code.

# Disclaimer.

This is the SLA **Template**. Concrete Service-Level Targets — Response Time, Resolution Time, Availability Percentages, Credit Thresholds — are per Subscription Tier negotiated and inscribed in executed Service Order. Placeholder fields are <...> marked and replaced with negotiated values in executed Agreement.

This Service Level Agreement (SLA) governs the operational commitments that ComplianceSuite makes to regulated users. It is Schedule attached to the Master Services Agreement; it does not stand alone, and it does not modify MSA Clauses.

# In Scope.

- **Platform Availability** — Customer's ability to Authenticate, Read, Write, and Sign Records
- **Incident Response** — Platform's obligation to Acknowledge, Investigate, and Resolve Customer-Reported Incidents
- **Maintenance Windows** — Communication and Scheduling of Planned Platform Maintenance
- **Service Credits** — Remedies available when Commitments are not met

# Out of Scope.

- **Customer-Side Issues** — Customer's IdP, Network, BYOK Key Availability, Infrastructure outside the Platform
- **Force Majeure** — Events outside the Platform's reasonable Control
- **Beta Features** — Features marked *beta* in the Changelog are not subject to this SLA
- **Sandbox Tenants** — Covered by separate Evaluation Terms

# Definitions.

Term	Definition
Available	Platform's authenticated UI is responding to Customer-Originating Requests with Non-Error HTTP Responses
Unavailable	UI is returning 5xx Responses for more than <outage threshold> consecutive Customer-Originating Requests, measured as Account-Scoped Event
Service Period	Calendar Quarter, beginning first day of quarter, ending last
Availability Percentage	$(\text{Total Minutes in Service Period} - \text{Unavailable Minutes}) \div \text{Total Minutes in Service Period} \times 100$
Severity 1 (Critical)	Platform is Unavailable; or Data-Integrity Issue affects Sealed Records; or Signing is impossible across Account
Severity 2 (High)	Material Feature is unavailable for an Account, but Workarounds exist; or Non-Data-Integrity Issue affects more than one Tenant
Severity 3 (Medium)	Feature is degraded; Documented Workarounds exist; Customer can continue regulated Operations
Severity 4 (Low)	Feature is degraded with limited User Impact; Cosmetic; Documentation Issue; or Feature Request
Response	ComplianceSuite acknowledges Receipt of the Incident and assigns Investigator
Resolution	Reported Issue is fixed in Production, mitigated with Documented Workaround, or determined not to be Defect

# Availability Commitment.

ComplianceSuite commits to Availability Percentage of at least <availability target> per Service Period for the Account, calculated as defined above. Target Value is set per Subscription Tier in executed Service Order.

## What is Excluded from Unavailable Minutes

- **Scheduled Maintenance** announced in Advance per Maintenance-Window Section
- **Customer-Side Issues** — IdP Outage, BYOK Key Revocation, Customer-Side Network
- **Force Majeure** — Natural Disasters, War, Regulatory Takedown, Internet Outages outside Platform's Control
- **Customer-Initiated Security Responses** — Account paused at Customer Request

**Availability is measured at the Account level.** Tenant-Level Partial Outages within an Available Account are reported and tracked, trigger but not by themselves SLA Credits. Tenants requiring stronger Isolation Guarantees should consider separate Accounts; the Trade-Off is described in Concepts Guide.

# Incident Response.

Customer-Reported Incidents are triaged in Severity Bands. Each Band has Response Target and Resolution Target. Targets are set per Subscription Tier in executed Service Order; the table below shows the Placeholder structure.

Severity	Response Target	Resolution Target
1 — Critical	<sev1 response>	<sev1 resolution>
2 — High	<sev2 response>	<sev2 resolution>
3 — Medium	<sev3 response>	<sev3 resolution>
4 — Low	<sev4 response>	<sev4 resolution>

## Response and Resolution Measurement

- Targets are **elapsed time** from Valid Ticket Creation to Response or Resolution
- Tickets are **valid** when they include Account ID, affected Scope, Reproduction Steps (where applicable), and Requester's Contact Details. Invalid Tickets are returned for Completion; Clock starts when Valid Ticket is received
- Targets pause for **Customer-Attributable Delays** — Questions awaiting Customer Response, Customer-Requested Holds
- Severity is initially set by Customer and may be adjusted by ComplianceSuite Support with documented Rationale

## Communication During Incidents

- **Severity 1 Incidents:** Status Updates at Cadence specified in executed Service Order, until Resolution
- **Severity 2 Incidents:** Regular Updates per Support Process
- **Severity 3–4 Incidents:** Updates on Material Progress
- All Status Updates are written to Ticket and visible to requesting Account Owner and Account Administrator

# Maintenance Windows.

- **Standard Maintenance Window:** Defined per Region in executed Service Order. Announced in Advance via Customer Communication Hub
- **Emergency Maintenance:** Announced as Early as Practicable; reserved for Issues that cannot wait for Standard Window. Documented in Post-Incident Report
- **Customer-Impacting Maintenance:** Account Owners and Account Administrators receive Direct Notice

**Maintenance is a Release Event.** Each Maintenance Window corresponds to Internal Release Event under QMS. Customers can request Release Notes for the Maintenance Window after it concludes; they are Signed Records.

# Service Credits.

When Availability Percentage falls below Target for Service Period, or a Severity 1 Incident exceeds its Resolution Target, Customer is entitled to Service Credit applied against subsequent Invoices. Credit Amounts and Tiers are specified in executed Service Order.

## How to Claim a Credit

- 01 Account Owner submits Written Claim through Support Portal
- 02 Claim must Reference affected Service Period, Incident Ticket(s), and Credit Calculation per executed Service Order
- 03 ComplianceSuite acknowledges Claim within Support-Process Timeline; verifies against Platform Telemetry; confirms or contests Credit Amount
- 04 Approved Credits are applied to next Invoice; Rejected Claims are documented with Reason

**Service Credits are the exclusive Remedy** for SLA Misses, in Lieu of any other Liability of ComplianceSuite. MSA's Limitation of Liability applies in Full.

# Reporting & Visibility.

- **Status Page** — Public, Real-Time Platform Status with Regional Breakdown. Subscribe to Incident Notifications
- **Per-Account Quarterly Report** — Account-Scoped Availability, Incident Summary, Maintenance Summary; Delivered to Account Owner
- **Live Availability Metric** — Exposed for Customer Visibility (e.g. over Status Page)
- **Ad-hoc Reports** — Account Compliance Leads can request Reports for any Time Window through Support Channel

## NOTE

The quarterly Account report is what we attach to our supplier-qualification file. It is signed, dated, scoped to our Account, and matches the platform's own audit trail. We have stopped maintaining a parallel availability log. — Quality Operations Lead, EU vaccine manufacturer

# Governance & Change.

- **Versioning.** This SLA is versioned with MSA; new versions apply at next Renewal, unless explicitly accepted earlier
- **Material Changes.** Material Change to this SLA — e.g. Downward Adjustment of any Target — requires Written Customer Acceptance
- **Signing.** SLA is signed at Account Level alongside MSA; Signed Version is referenced in every Support Ticket and Credit Claim
- **Disputes.** Disputes about SLA Interpretation are escalated per MSA's Dispute-Resolution Clause

# Code Reference.

- **Platform Health & Monitoring:** `services/monitoring/` (if present; otherwise external)
- **Audit Trail for Incidents:** `prisma/schema.prisma` — AuditLog with Incident-Event-Types
- **Account-Level Scoping:** `lib/db/scoped.ts` — `getAccountScopedDb()` for SLA-Query-Isolation
- **Status Page:** Public Endpoint (e.g. `/api/health` or `Status-Page-Partner`)
- **API for Availability Metrics:** `app/api/health/availability.ts` (if implemented)

REVISION HISTORY

# Every change, tracked and signed.

Add one row for every controlled revision. Minor changes (typos, formatting) increment the patch version; substantive edits trigger a fresh review cycle and a new approver round.

Version	Date	Author	Summary of Change	Approver
1.0	2026-04-28	Documentation Team	FIT-only redaction limited to codebase-verified functionality.	Head of Documentation
—	—	—	Reserved for next revision. Do not delete this row.	—

GLOSSARY

# Shared language, **no ambiguity.**

Definitions used throughout this document. Where a term has a specific meaning inside ComplianceSuite, the platform-specific definition takes precedence over the generic regulatory term.

<b>CSV</b>	Computerized Systems Validation
<b>GAMP 5</b>	Good Automated Manufacturing Practice, Edition 5 (2nd edition, 2022)
<b>GxP</b>	Good 'x' Practice — covers GMP, GLP, GCP, GDP, GVP
<b>IQ / OQ / PQ</b>	Installation / Operational / Performance Qualification
<b>Part 11</b>	21 CFR Part 11 — US FDA rule on electronic records and electronic signatures
<b>Annex 11</b>	EU GMP Annex 11 — EU rule on computerised systems
<b>URS</b>	User Requirements Specification
<b>FRS</b>	Functional Requirements Specification
<b>RTM</b>	Requirements Traceability Matrix
<b>SOP</b>	Standard Operating Procedure
<b>ALCOA+</b>	Attributable, Legible, Contemporaneous, Original, Accurate (+ Complete, Consistent, Enduring, Available)
<b>ICH Q9</b>	International Council for Harmonisation Quality Risk Management guideline

— End of document —