

# Service Level Agreement (SLA)

Dexa service levels, support targets, incident priorities, uptime commitments, and customer responsibilities.

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## 1. Service Commitment

Dexa targets commercially reasonable availability for core hosted services, excluding planned maintenance, third-party outages, customer network issues, and force majeure events.

## 2. Support Channels

Standard support is provided through in-app support tickets and published support contacts. Emergency issues should include business name, affected module, screenshots or logs, and business impact.

## 3. Incident Priorities

| Priority    | Example                                                               | Target Initial Response |
|-------------|-----------------------------------------------------------------------|-------------------------|
| P1 Critical | Production unavailable, payments blocked, or major data access issue. | 4 business hours        |
| P2 High     | Core workflow degraded with workaround available.                     | 1 business day          |
| P3 Normal   | Feature issue, report mismatch, setup support, or general help.       | 2 business days         |
| P4 Low      | Question, enhancement request, or cosmetic issue.                     | 3 business days         |

## 4. Customer Responsibilities

- Keep billing, M-PESA, SMS, WhatsApp, domain, and user access details accurate.
- Use strong passwords and appropriate role permissions.
- Report incidents with enough detail to reproduce or diagnose the issue.
- Maintain operational controls for riders, client communication, and delivery execution.

## 5. Data Protection and Backups

Dexa supports backup generation and tenant-scoped exports. Recovery timelines depend on infrastructure, backup freshness, hosting availability, and incident scope.

## **6. SLA Updates**

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Dexa may update this SLA as the product, infrastructure, and support model evolve. Material contractual commitments should be captured in signed agreements.