

Service Level Agreement (SLA) and Support Policy

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Status: TEMPLATE / DRAFT **Applies to:** the **paid SLA add-on** for **Enterprise Customers** (Section 2 below); and the **Support tiers** that apply by default to each plan (Section 6 below).

This document is incorporated by reference into the MSA and, where the SLA add-on is purchased, into the Order Form. **The SLA is not bundled** with any non-Enterprise plan: Free, Hobby, Pro and Team are provided on a **best-effort** basis, with **no service credits**. Enterprise Customers may purchase the SLA as a **paid, separately negotiated add-on** stated on the Order Form. Service credits, where applicable under a purchased SLA add-on, are the Customer's **sole and exclusive remedy** for SLA breach (MSA §11.2).

1. Scope and definitions

- **"Service"** — the production VibeControls multi-tenant SaaS Service, excluding Customer-controlled Agents, Customer-controlled targets, BYO AI provider availability, third-party integrations, plugins, beta features, and self-hosted deployments (which are governed by separate Enterprise Order Forms).
- **"Monthly Uptime Percentage"** — $(\text{Total Minutes in Month} - \text{Downtime Minutes}) \div \text{Total Minutes in Month} \times 100$.
- **"Downtime"** — any minute during which all core Service capabilities (sign-in, GraphQL API gateway, workspace orchestration) are unavailable for the Customer due to a fault in Algoshred's infrastructure or software, as measured by Algoshred's monitoring systems. The authoritative uptime source is the Burdenoff Group status page at <https://status.burdenoff.com>, which publishes status for **all Burdenoff Group products**, including VibeControls.
- **"Excluded Events"** — (a) scheduled maintenance announced at least 48 hours in advance; (b) emergency maintenance to address security or stability risk; (c) Force Majeure events; (d) Customer's acts, configurations, code, plugins, integrations or network; (e) BYO AI provider issues; (f) abuse / DDoS mitigation actions; (g) beta features; (h) Free / Hobby / Pro / Team plans and trial accounts (excluded entirely from this SLA); (i) cloud provider regional outages where Algoshred has not committed multi-region failover for the Customer.

2. SLA add-on (Enterprise only)

2.1 The **SLA add-on is a paid, separately negotiated add-on available to Enterprise Customers only**.

Pricing, monthly uptime commitment, service-credit schedule, and any deviations from this Policy are set on the Order Form.

2.2 **Default tiers** offered for the Enterprise SLA add-on (priced per Order Form):

Tier	Monthly Uptime Commitment
Enterprise SLA — Standard	99.9%
Enterprise SLA — Plus	99.95%
Enterprise SLA — Premium (with multi-region / dedicated tenant)	99.99% if expressly stated in the Order Form

2.3 Self-hosted deployments are out of scope: SLA does not apply where Customer operates the cluster.

2.4 Non-Enterprise plans (Free, Hobby, Pro, Team) **do not have an SLA**, do not accrue service credits, and have no uptime commitment. Customer's remedy for service issues on non-Enterprise plans is termination of the affected portion of the Service per the MSA, plus a pro-rata refund of prepaid, unused Fees where applicable.

3. Service credits (Enterprise SLA add-on only)

Where an Enterprise Customer has purchased the SLA add-on, the following service-credit schedule applies unless the Order Form specifies otherwise:

Monthly Uptime Percentage	Service Credit (% of monthly Fee for the affected Service)
< commitment but ≥ 99.0%	10%
< 99.0% but ≥ 95.0%	25%
< 95.0%	50%

Credits are calculated on the monthly subscription Fees for the affected Service (excluding professional services, add-on one-time charges, taxes, and pass-through costs), and only on the **Enterprise Customer's** Order Form that includes the SLA add-on.

4. Credit request process

To request a credit, Customer must:

1. Submit a written request to support@vibecontrols.com within **30 days** of the end of the calendar month in which the Downtime occurred.
2. Include incident timestamps (UTC and IST), affected functionality, error responses (where available), and Customer account / Order Form reference.
3. Where Customer's own monitoring contradicts Algoshred's monitoring (status.burdenoff.com), Algoshred's monitoring will prevail except where Algoshred's monitoring is itself impaired (in which case the parties will cooperate in good faith).

Credits are applied to the next invoice. Aggregate credits in any given month shall not exceed **30% of the monthly Fee** for the affected Service. Credits are not refundable in cash.

5. Service availability exclusions in more detail

Downtime does not include:

- a planned maintenance window communicated at least 48 hours in advance (Algoshred aims for off-peak windows in IST or per Customer's region of record);
- emergency maintenance for security or stability where Algoshred acts in good faith and notifies as soon as practicable;
- degradation caused by Customer's configuration, RBAC misconfigurations, exceeded quotas, or plugins authored by Customer or by third parties;
- failures of BYO AI providers (e.g., Anthropic, OpenAI, Google) — Algoshred will pass through provider availability but takes no responsibility for it;
- failures of Customer-controlled Agents, targets, OS, networks, source-control systems;
- failures of third-party integrations (e.g., Webhooks endpoints under Customer's control);
- regional internet outages or DDoS attacks materially impairing internet routing.

6. Support tiers

Support is bundled with every plan at the tier shown. Unlike the SLA, support is **not** an Enterprise-only add-on; it is included.

Tier	Plans	Channels	Hours	First-response target
Community	Free	Community forum, public docs	n/a	n/a
Standard	Hobby (2 tickets/mo), Pro	Email + ticket portal	Business hours IST (Mon–Fri 09:00–18:00 IST, excluding Indian public holidays)	Critical 24h, others 2 business days
Priority	Pro (paid), Team	Email + ticket portal + chat	Extended business hours IST	Critical 8h, others 1 business day
Enterprise	Enterprise	Email + ticket portal + chat + scheduled calls	24×5 (Mon–Fri 24-hour)	per table below
Premium	Enterprise Premium add-on / dedicated CSM	All channels + 24×7 P1	24×7 for P1	per table below

7. Severity definitions

Severity	Description
P1 — Critical	Service unavailable for all Customer users; or critical security incident
P2 — High	Major feature unavailable; significant business impact; no workaround

Severity	Description
P3 — Medium	Minor feature impaired; workaround exists; moderate impact
P4 — Low	Cosmetic issues, general questions, feature requests

8. First-response targets (Enterprise tier)

Severity	First response	Status update cadence	Resolution / workaround target
P1	1 hour (24×7 Premium; 1 business hour Standard Enterprise)	every 1 hour while P1	8 hours best effort
P2	4 business hours	every 4 hours	2 business days
P3	1 business day	daily	10 business days
P4	2 business days	weekly	best effort

Targets are response targets, not resolution guarantees. Resolution depends on root cause and Customer cooperation.

9. Customer responsibilities for support

- Submit incidents from authorised contacts on the Order Form.
- Provide reproduction steps, screenshots, request IDs, timestamps and impact.
- Maintain reasonable availability for troubleshooting on P1/P2.
- Keep Agents, CLIs and SDKs reasonably current.
- Apply security patches when notified.

10. Maintenance

- Planned maintenance is announced on the Burdenoff Group status page (<https://status.burdenoff.com>) and via email at least 48 hours in advance.
- Aim: weekly maintenance windows in low-traffic hours; many releases performed with zero downtime via rolling deploys.
- Emergency maintenance announced as soon as practicable.

11. Premium support add-ons

The "Support Retainer", "5/20 Support Hours" and similar add-ons in the User Pricing Guide cover professional services-grade assistance beyond standard support, billed under SOWs. Hours are non-refundable and expire per the add-on terms.

12. Changes

Algoshred may update this Policy with at least 30 days' notice. Material reductions to commitments offered under an in-force Enterprise Order Form will not apply to that Order Form until renewal.

Reference and incorporation

All Burdenoff Group contracts, addenda, exhibits, policies and registers referenced in this document are identified by their **Document ID** (B0FF-LEGAL-### or B0FF-PRICING-###) and are published at <https://burdenoff.com/contracts>. Each such referenced document is incorporated into this document by reference. The version of a referenced document that applies is the version published at <https://burdenoff.com/contracts> as at the Effective Date of the applicable Order Form (or, where no Order Form exists, the version current at the date of acceptance), unless an executed Order Form specifies a frozen version.