



CluedIn Service-Level Agreement (SLA) for SaaS

www.cluedin.com

1. Overview

This Service-Level Agreement (“SLA”) describes the service levels and support options provided by CluedIn to customers using our SaaS platform. The SLA is incorporated into and governed by the CluedIn Terms of Service. All capitalized terms not defined here have the meanings set forth in the Terms of Service.

2. Scope

This SLA applies to:

- All paying subscribers to CluedIn’s SaaS product.
- The specific support tier chosen by the customer at subscription or through an upgrade.

This SLA covers:

- Availability and uptime commitments.
- Response time targets for support requests.
- Support channel availability.
- Backup and high availability commitments.
- Security and compliance posture.
- Data ownership and portability.
- Data retention and deletion.
- Incident communication.
- Change management.

3. Uptime Commitment

- Service Uptime Guarantee: CluedIn will make the Service available 99.5% of the time each calendar month, excluding Scheduled Maintenance and Excluded Downtime.
- Scheduled Maintenance: Performed during the night between Sunday and Monday, targeted for completion:
 - For APAC: after 20:00 (GMT+10).
 - For EMEA: before 08:00 (GMT+0).
 - For US customers: before 08:00 (GMT+5).
- Average monthly maintenance is 2 hours; not all maintenance requires downtime.
- Excluded Downtime: Events beyond CluedIn's reasonable control, such as Force Majeure (including cyber-attacks), third-party service provider outages, and issues caused by customer misuse.

4. Support Tiers

Feature / Tier	AI Support (Included)	Basic Support	Premium Support
Availability	<ul style="list-style-type: none"> AI 24/7 	<ul style="list-style-type: none"> AI 24/7 Human Support: Mon–Fri during business hours 	<ul style="list-style-type: none"> AI 24/7 Human Support: 24/7
Channels	<ul style="list-style-type: none"> Documentation Portal AI Support Agent 	<ul style="list-style-type: none"> Documentation Portal AI Support Agent Email & ticket portal 	<ul style="list-style-type: none"> Documentation Portal AI Support Agent Email & ticket portal Phone Customer Success Manager during business hours
First Response Target	2 business days	1 business day	4 hours
Follow-Up Response Target	5 business days	2 business days	4 hours
Incident Severity Handling	None	Severity P1 to P5	<ul style="list-style-type: none"> Severity P1 to 5 Proactive monitoring
Onboarding Assistance	Self-service using CluedIn documentation	Self-service documentation	16-hour onboarding
Monthly Review Call	No	No	Yes

5. Severity Levels & Target Response Times

CluedIn classifies incidents into five priority levels (P1–P5) based on the **impact** on customer operations and the **urgency** of resolution. The assigned severity determines the response and resolution targets, depending on the customer’s support tier.

Priority	Definition	Examples	Target First Response (Premium Support)	Target First Response (Basic Support)	Target First Response (AI Support)
P1 – Critical / Total Outage	The production system is entirely unavailable. All users are unable to access the CluedIn platform. No workaround exists.	<ul style="list-style-type: none"> Complete service outage Login unavailable All integrations failing 	2 hours (24/7)	1 business day	Immediate AI triage + escalation
P2 – High Impact Production Issue	The production system is partially unavailable with a significant impact on the delivery of services. Core functionality is impaired, and no reasonable workaround exists.	<ul style="list-style-type: none"> Ingestion pipeline failing Search not functioning Core dashboards not loading 	4 hours (24/7)	2 business day	Immediate AI triage + escalation
P3 – Medium Impact / Non-Production Outage	A partial issue in the production environment that is not critical, or any complete outage in a non-production environment . A workaround may exist.	<ul style="list-style-type: none"> A specific workflow or feature not working in the production environment Staging environment inaccessible 	1 business day	4 business days	Immediate AI guidance
P4 – Low Impact Production / Medium Impact Non-Production	A minor issue in the production environment or an issue in a non-production environment that affects delivery timelines. A workaround is available.	<ul style="list-style-type: none"> Cosmetic UI bugs in the production environment Staging environment delays causing delivery impact 	3 business days	5 business days	Immediate AI guidance
P5 – Minor Non-Production Issue	A minor issue in a non-production environment with no significant impact on delivery timelines.	<ul style="list-style-type: none"> Cosmetic bug in the staging environment Small feature glitch in the development / testing environment 	5 business days	7 business days	Immediate AI guidance

6. AI Support Tier Notes

- Provides instant responses and self-service guidance via CluedIn's AI assistant, trained on documentation, known issues, and troubleshooting workflows.
- AI support is supplementary and does not replace Basic or Premium tiers for guaranteed human response.

7. Backup & High Availability

- Incremental Backups: Every 4 hours.
- Full Backups: Once per week.
- Retention: Minimum of 30 calendar days.
- High Availability: Two identical clusters running in parallel with active load balancing for seamless failover.
- Disaster Recovery: RTO of 4 hours, RPO of 4 hours.
- Data Security: Backups encrypted in transit and at rest.

8. Data Ownership & Portability

Customers own all data stored in CluedIn. Upon termination or by written request, CluedIn will make the data available for export in a commonly used, machine-readable format (such as CSV or JSON) within 30 days.

9. Data Retention & Deletion

Customer data is retained for 30 days after subscription termination or removal, after which it is securely deleted from all systems and backups unless retention is required by law.

10. Incident Communication

CluedIn will notify affected customers of any confirmed security incidents or data breaches via email without undue delay, and in no case later than 48 hours after becoming aware of the incident.

11. Change Management

CluedIn will provide at least 7 business days' notice for scheduled changes that result in downtime. Notifications will be sent via email to the designated customer contacts.

12. Customer Responsibilities

Customers must:

- Provide sufficient details for CluedIn to diagnose issues.
- Maintain active subscription status.

13. Amendments

CluedIn may update this SLA with at least 30 days' notice to customers.

14. Security & Compliance

CluedIn is committed to industry-leading security practices:

- Certifications: SOC 2 Type II (with regular external audits).
- Best Practices: Security-by-design principles, secure development lifecycle.
- Data Protection: Encryption in transit and at rest using modern cryptographic standards.
- Access Controls: MFA for all production system access.
- Vulnerability Management: Continuous monitoring, timely patching, and regular penetration testing.
- Penetration Testing: Conducted at least once per year by an external independent party.
- Regulatory Compliance: GDPR and applicable EU data protection laws.

15. Governing Law

This SLA is governed by and construed in accordance with the laws of Denmark and the European Union.

16. Definitions

- Business Hours: 09:00–17:00 local time, Monday–Friday, excluding public holidays.
- Production Environment: Live, customer-facing instance of CluedIn used for operational workloads.
- Non-Production Environment: Development, staging, testing, or sandbox environments.
- RPO (Recovery Point Objective): Maximum data loss window (4 hours).
- RTO (Recovery Time Objective): Maximum target time to restore service (4 hours).