



Service Level Agreement (SLA)

Effective Date: July 7, 2026

1. Purpose

This Service Level Agreement ("SLA") defines the service commitments provided by Oradentiq AI for customers using its software platform.

2. Service Availability

Oradentiq AI targets a monthly uptime of 99.9%, excluding:

- **Scheduled maintenance**
 - **Emergency maintenance**
 - **Third-party outages**
 - **Internet failures**
 - **Force majeure events**
-

3. Planned Maintenance

Whenever reasonably possible:

- **Customers will receive advance notice of scheduled maintenance.**
- **Maintenance will generally be performed during low-usage periods.**

Emergency maintenance may occur without prior notice where necessary to protect the platform.

4. Support Hours

Standard Support:

Monday to Friday

9:00 AM – 6:00 PM (IST)

Emergency issues affecting platform availability may receive attention outside standard business hours.

5. Incident Priority

Critical (P1)

Examples:

- Complete platform outage
- Unable to login
- Data corruption
- AI services unavailable for all users

Target Initial Response:

Within 2 Business Hours

High (P2)

Examples:

- Major feature unavailable
- Significant workflow disruption
- Integration failures

Target Initial Response:

Within 4 Business Hours

Medium (P3)

Examples:

- Minor bugs
- Performance issues
- Reporting errors

Target Initial Response:

Within 1 Business Day

Low (P4)

Examples:

- Feature requests
- UI improvements
- Documentation updates
- General questions

Target Initial Response:

Within 3 Business Days

6. Customer Responsibilities

Customers must:

- Maintain internet connectivity.
 - Use supported browsers.
 - Report issues with sufficient details.
 - Protect login credentials.
 - Follow recommended security practices.
-

7. Backup

Oradentiq AI performs regular system backups designed to support disaster recovery.

Backup schedules and retention periods may vary depending on infrastructure and subscription plans.

8. Security

Oradentiq AI implements commercially reasonable safeguards including:

- Encryption
 - Access controls
 - Monitoring
 - Firewalls
 - Logging
 - Secure cloud infrastructure
-

9. Exclusions

The SLA does not apply to issues caused by:

- Customer devices
- Internet providers
- Unsupported browsers
- Customer misconfiguration
- Third-party software
- Force majeure

- Customer-developed integrations
-

10. Service Credits

If Oradentiq AI fails to meet the monthly uptime commitment due solely to issues within Oradentiq AI's control, eligible Customers may request a service credit.

Service credits, if approved, will be applied toward future subscription fees and shall not exceed the subscription amount paid for the affected billing period.

11. Modifications

Oradentiq AI may modify this SLA from time to time.

Updated versions will be published on the website with a revised Effective Date.

12. Contact

Oradentiq AI

Website: <https://oradentiq.tech/>

Email: krushank@atlanciaworldwide.com