



Mavvrik Service Level Agreement (SLA)

Updated February 2026

1. Purpose & Scope

This Service Level Agreement (“SLA”) outlines Mavvrik’s commitments to service availability, support responsiveness, and incident handling for customers of the Mavvrik platform. It applies to the Mavvrik SaaS platform and standard customer support services.

2. Service Availability

- Uptime Commitment: The Mavvrik platform will be available at least 99.5% of the time, measured on a calendar-month basis, excluding scheduled maintenance.
- Scheduled Maintenance: Customers will be notified in advance of any planned maintenance windows.
- Exclusions: Unavailability due to factors outside Mavvrik’s reasonable control (e.g., cloud provider issues, force majeure, or customer misconfigurations) is excluded from uptime calculations.

3. Support & Ticket Handling

3.1 Contacting Support

Support tickets may be opened by:

- Visiting <https://www.mavvrik.ai/support/>
- Contacting your Customer Success Manager (CSM) or Mavvrik representative

3.2 Severity Levels and Response Times

Severity	Definition	Examples	Initial Response	Resolution Target	Service Hours*
1 – Critical	Complete system outage or critical vulnerability.	Login/access failure, security breach, multi-tenant outage	Within 2 hours	2–24 hours	8x5
2 – High	Major performance degradation or blocker with no workaround.	Severe slowdown, workflow interruption	Within 8 hours	2–5 business days	8x5
3 – Moderate	Partial functionality issues with workaround.	Integration/job failure, data delay	Within 2 business days	Status update within 2 weeks	8x5
4 – Low	Non-critical issues or enhancement requests.	UI issues, 'nice-to-have' features	N/A	Evaluated for roadmap	8x5

* Monday–Friday, 8:00 AM – 5:00 PM Central Time (U.S.), excluding U.S. federal holidays.



4. Incident Management & Communication

- Mavvrik maintains a formal incident response process, including escalation and root cause analysis.
- Customers impacted by Severity 1 incidents will receive continuous updates until resolution.
- Post-incident summaries will be provided for critical issues.

5. Data Security & Compliance

Mavvrik maintains industry-standard controls to safeguard customer data:

- SOC 2 Type II certification covers security, availability, and confidentiality.
- Encryption of customer data in transit and at rest.
- Continuous monitoring of the production environment for vulnerabilities and malicious traffic.
- Formal access management, with multi-factor authentication for all production systems.

6. Business Continuity & Disaster Recovery

- Mavvrik maintains a business continuity and disaster recovery plan to ensure service availability following an interruption.
- The platform leverages Google Cloud's highly available architecture for resilience.

7. Customer Responsibilities

To help ensure the effectiveness of this SLA, customers are responsible for:

- Managing and reviewing user access to the Mavvrik platform.
- Securing their own devices and networks used to access the service.
- Reporting suspected incidents or breaches promptly.
- Following agreed processes for submitting support requests.

8. Exclusions

This SLA does not cover:

- Issues caused by factors outside Mavvrik's reasonable control (e.g. cloud provider outages, third-party service failures, force majeure).
- Customer misuse, unauthorized changes, or non-compliance with responsibilities listed above.
- Beta or trial features.

9. Updates to This SLA

Mavvrik may update this SLA from time to time.