DRAFT FOR REVIEW · VERSION 0.5

Service Level Agreement (SLA)

Proposed service targets, measurement boundaries and incident procedures for eligible gateway subscriptions.

> This draft describes proposed terms for review. Coverage, targets, exclusions, remedies and the effective date require an executed agreement with the relevant customer.
>
> This draft covers the model gateway. A company pilot defines its own deliverables, human review and acceptance criteria. Pool participation, capital repayment and the distribution schedule require separate terms.

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CHAPTER 01

Coverage and proposed objectives

A signed order would identify the customer, covered production endpoints, account or plan, support channel and effective date. The proposed scope covers the Aether AI gateway components named in the order. Model response time, blockchain confirmation and external settlement use separate measurements.

Service measure	Proposed objective	Measurement boundary
Gateway availability	99.9% per UTC calendar month.	Authenticated synthetic probes against the covered gateway.
Transaction acceptance	At least 95% of valid covered submissions acknowledged within 2 seconds.	Elapsed time between arrival at the covered gateway and its acceptance or acknowledgement, under an agreed measurement profile.
Critical incident coverage	24/7 coverage with initial acknowledgement within 60 minutes.	Elapsed time from a valid critical incident submission or qualifying detection to acknowledgement.

What an acknowledgement signifies

Gateway acknowledgement is a service acceptance measure. Inference completion, payment confirmations and customer task settlement each have a separate lifecycle. A critical incident acknowledgement confirms that a report has been received and triaged. Restoration depends on diagnosis and incident scope.

Covered request assumptions

The signed order distinguishes gateway availability, job acceptance and model completion. A generation acknowledgement does not mean the job is complete. Image and video completion time depends on the model and provider queue; blockchain confirmation time is measured separately from API processing.

CHAPTER 02

Measurement and exclusions

Monthly availability

The proposal counts eligible monitoring minutes in UTC. A minute's outcome depends on the agreed probe schedule, valid authenticated request and covered response criteria. Apply qualifying exclusions before computing the denominator. Specify data gaps and classification rules in the final order.

```
monthly availability (%)
  = (eligible minutes − eligible unavailable minutes)
    ÷ eligible minutes × 100
```

For illustration, a 30-day month has 43,200 minutes. With no exclusions, 43.2 unavailable minutes correspond to 99.9% availability. Use the granularity and rounding method specified in the signed agreement.

Latency and incident classification

Report qualifying submissions within the target divided by total eligible submissions. Record the measurement point, UTC timestamps and outcome. Track response completion and third-party delays separately so the measurements can be reproduced.

Potential exclusion	Evidence to define in signed terms
Scheduled maintenance	Notice period, window, affected endpoints and duration.
Customer configuration or traffic	Invalid credentials, invalid requests or documented excess above contracted limits.
Qualifying dependency incident	Provider, processor or network references, responsible boundaries and impact timeline.

CHAPTER 03

Support, claims and effective date

Severity	Illustrative scope	Handling
Critical	The covered production gateway cannot accept valid requests for an eligible customer, with major operational impact.	Triage through the agreed 24/7 route and issue the initial acknowledgement target.
Major	Material degradation or failures with a limited workaround.	Capture impact and coordinate updates on the agreed support channel.
Standard	Questions, isolated errors or operational requests.	Handle through normal support and document evidence as needed.

Incident and claim information

Provide customer and endpoint identifiers, time in UTC, response or request references, observed errors, traffic scope and operational impact. Remove secrets and prompt content. The final agreement would define reporting deadlines, calculation and eligibility for any service credit, an applicable cap and dispute handling.

Order and changes

Service obligations begin on the effective date in the signed order. Changes to covered services, support methods or targets require the process set out in the executed terms. The parties should specify precedence among the order, service terms and this SLA.

For drafting and technical questions, contact support@aetheriop.com.