Karix SLA Document

KARIX SLA DOCUMENT FOR WHATSAPP

SLA Commitment

KPI	
Uptime	99.9%
WhatsApp submission Latency < 1 Secs	99.5%

Note:

- Karix ensures the platform availability in percentages on a yearly basis. This guarantees up to 99.9% platform is available.
- In case of any controllable outages, Karix ensures 100% support and communication to our customers until the problem is solved. Karix guarantees the fault fix times through our technical support service available for 24x7x365.
- SLA includes all controllable aspects such as platform availability, service uptime and platform latency.
- For Media content, SLA for WhatsApp submission is different.
- WhatsApp submissions SLA applies only if the customer submits traffic in the provided TPS

Maintenance

- Scheduled downtime (for any maintenance activity) will be notified to our clients 5 working days in advance.

Following table illustrates the Service level parameters

Service Level Parameters	Support
Support Online	24x7
Min Redundancy of Platform	Fully Redundant
Availability of Karix Platform	99.9%
Scheduled Downtime for Platform Servers	1 hour (in a quarter)
Emergency Maintenance	1 hour (in a quarter)
Capacity Upgrade*	80%

- * Karix will initiate the upgrade process once the capacity reaches 80 % of the total capacity Utilization

Customer Support Desk - Customer Support
Customer Support Desk shall serve on 24 X 7 basis for all problems related to the Karix services being used by the customers.

Contact Information

Phone	: +91-80-6720-0920
Email	tech-support@karix.com

Response Time
Customer Support Desk shall return any call logged on the Customer Support Desk within 30 minutes. E-mail support will be given for non-critical issues.

Severity Level	First Response Time	Restoration / Recovery Time
Critical	15 minutes	1 Hour
Major	30 minutes	6 Hour
Minor	One hour	24 Hour

Facebook Support

Facebook support desk will return any calls logged with them in 48 hours.