

AgroHub — Service Level Agreement

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1. Overview

This Service Level Agreement (“SLA”) defines the availability, support, and performance commitments AgroHub provides for its production services — the AgroHub platform, the Data Intelligence API, and its webhook and event delivery. It applies to internal teams, integrated partners, and external consumers who have been assigned a service tier.

This SLA operates alongside the AgroHub Integration Policy and any partner agreement, integration annex, or order form. Where a partner agreement specifies different terms, that agreement prevails for the affected service.

Note: Several AgroHub flows depend on partner services that act as conditional gates (see the Integration Policy). Where a third-party partner is on the critical path, that partner’s own SLA governs its uptime; AgroHub’s commitments here are measured net of partner-caused unavailability (Section 8).

2. Service Tiers

AgroHub offers three tiers. Each consumer or integration is assigned a tier, which determines the commitments below.

Tier	Typical Consumer	Summary
Basic	Sandbox, pilot, and non-critical internal use.	Best-effort support, business-hours coverage.
Standard	Integrated partners and production business workloads.	99.9% uptime, priority support, defined response times.
Premium	Strategic partners, financiers, and mission-critical flows.	99.99% uptime, 24/7 support, fastest response and resolution.

3. Availability Commitment

Availability is the percentage of time in a calendar month that the covered service is operational, excluding Scheduled Maintenance and the Exclusions in Section 8.

Tier	Monthly Uptime	Max Downtime / Month	Measurement
Basic	99.0%	≈ 7h 18m	Best-effort; not credit-bearing.
Standard	99.9%	≈ 43m	Monthly, calendar month.
Premium	99.99%	≈ 4m 23s	Monthly, calendar month.

Uptime = (Total Minutes – Excluded Minutes – Downtime Minutes) ÷ (Total Minutes – Excluded Minutes) × 100.

“Downtime” means a period in which the covered service is unavailable or fails all authenticated requests.

4. Support and Incident Response

4.1 Severity Definitions

Severity	Definition	Example
P1 — Critical	Service down or a conditional gate failing; material trade or settlement impact; no workaround.	Booking gate or Data Intelligence API fully unavailable.
P2 — High	Major function impaired or severely degraded; limited workaround.	Elevated error rate; webhook delivery badly delayed.
P3 — Medium	Minor function impaired; reasonable workaround exists.	Non-blocking defect; degraded non-critical endpoint.
P4 — Low	Question, cosmetic issue, or feature request.	Documentation query; UI cosmetic defect.

4.2 Support Coverage and Channels

Tier	Coverage Hours (PKT)	Channels
Basic	Business hours (Mon–Fri, 09:00–17:00).	Email, knowledge base.
Standard	Extended (Mon–Fri, 07:00–19:00) + P1 after-hours.	Email, portal, phone for P1.
Premium	24 × 7 × 365 for all severities.	Email, portal, phone, dedicated channel, named contact.

4.3 Target Response Times

“Response” means the time from a correctly submitted ticket to a substantive acknowledgement by an AgroHub engineer, measured within the tier’s coverage hours (24×7 for Premium).

Severity	Basic	Standard	Premium
P1 — Critical	1 business day	1 hour	15 minutes
P2 — High	2 business days	4 hours	1 hour
P3 — Medium	3 business days	1 business day	4 hours
P4 — Low	Best effort	2 business days	1 business day

4.4 Target Resolution / Workaround Times

“Resolution” means restoration of service or a reasonable workaround. Complex defects may be permanently fixed in a later release after an interim workaround is provided.

Severity	Basic	Standard	Premium
P1 — Critical	Best effort	8 business hours	4 hours
P2 — High	Best effort	2 business days	1 business day
P3 — Medium	Next release	5 business days	3 business days
P4 — Low	Backlog	Next release	Next release

5. Performance Targets

For the Data Intelligence API and webhook delivery, AgroHub targets the following monthly levels, measured at the service edge and excluding client-side network latency.

Metric	Basic	Standard	Premium
API success rate	≥ 99.0%	≥ 99.9%	≥ 99.95%
API response time (P95)	< 800 ms	< 500 ms	< 300 ms
Webhook delivery (P95)	< 5 min	< 60 sec	< 30 sec

6. Escalation Path

If a ticket is not progressing within the target times, consumers may escalate as follows:

- Level 1 — Support engineer (ticket owner).
- Level 2 — On-call / platform lead (P1 / P2).
- Level 3 — Engineering Manager and Incident Commander.
- Level 4 — Chief Technology Officer and, for Premium, the named account contact.

For P1 incidents on Premium accounts, AgroHub opens a major-incident bridge and provides updates at least every 30 minutes until service is restored.

7. Scheduled Maintenance

- Routine maintenance is performed within a published weekly window, announced at least 48 hours ahead (Standard) or 5 business days ahead (Premium).
- Emergency maintenance to address security or stability risks may proceed with shorter notice; AgroHub gives as much notice as practical.
- Windows are designed to avoid peak trade periods and, where possible, are zero-downtime. Announced maintenance does not count against the availability commitment.

8. Exclusions

The availability and performance commitments do not apply to unavailability or degradation caused by:

- Scheduled or announced emergency maintenance.
- Third-party partner outages on the critical path (e.g. a gated logistics or data provider), governed by that partner's own SLA.
- Factors outside AgroHub's reasonable control, including force majeure and upstream network or cloud-provider outages.
- The consumer's equipment, software, configuration, or integrations not provided by AgroHub.
- Use exceeding documented rate limits or in breach of the Integration Policy or acceptable-use terms.
- Beta, trial, preview, or sandbox features, which are provided "as is."

9. Service Credits

If AgroHub fails to meet the monthly availability commitment for a Standard or Premium service, the consumer may request a service credit as a percentage of that service's monthly fee. Basic-tier services are not credit-bearing.

9.1 Standard Tier

Monthly Uptime	Service Credit
< 99.9% and ≥ 99.0%	10% of monthly fee
< 99.0% and ≥ 95.0%	25% of monthly fee
< 95.0%	50% of monthly fee

9.2 Premium Tier

Monthly Uptime	Service Credit
< 99.99% and ≥ 99.9%	10% of monthly fee
< 99.9% and ≥ 99.0%	25% of monthly fee
< 99.0%	50% of monthly fee

9.3 Claim Process

To receive a credit, the consumer must submit a request through the support portal within 30 days of the end of the affected month, with dates, times, and supporting logs. Credits are applied to a future invoice, are the consumer's sole and exclusive remedy for missed availability, and may not exceed 50% of the affected service's fee for that month.

10. Consumer Responsibilities

To be eligible for these commitments, the consumer agrees to:

- Use supported API versions, SDKs, and integration patterns.
- Stay within documented rate limits and follow the Integration Policy.
- Verify webhook signatures and handle retries idempotently.
- Maintain accurate contact and escalation details.
- Keep credentials secure and rotate them as required.

11. Reporting and Reviews

AgroHub publishes a status page for covered services. Standard and Premium consumers receive a monthly availability report. Premium consumers additionally receive a quarterly service review covering performance against this SLA, incident and gate-reliability trends, and upcoming changes.

12. Definitions

Term	Definition
Covered Service	The AgroHub platform, Data Intelligence API, or webhook/event delivery assigned to a tier.
Downtime	A period in which a covered service is unavailable or fails all authenticated requests.
Response Time	Time from a valid ticket to a substantive engineer acknowledgement.
Resolution Time	Time to restore service or provide a reasonable workaround.
Service Credit	A credit against future fees for a missed availability commitment.
Scheduled Maintenance	Planned work performed within an announced window.

13. Term, Review, and Revision History

This SLA is effective on the date stated and remains in force for the duration of the applicable agreement. It is reviewed at least annually; material changes are communicated to affected consumers with at least 30 days' notice.

Version	Date	Author	Summary
1.0	26 June 2026	Chief Technology Officer	Initial issued version with Basic, Standard, and Premium tiers.