



SERVICE LEVEL AGREEMENT (SLA)

Global Edition

Version 1.0 | Effective June 10, 2026

A software product of Violet Organization, a 501(c)(3) non-profit organization

EIN: 81-3855319

www.scantra.ai | Info@scantra.ai
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SERVICE LEVEL AGREEMENT (SLA)

Global Edition

Effective Date: June 10, 2026

This SLA is entered into between Scantra.ai DBA Scantra ("Provider") and the subscribing Client ("Client") and forms part of the Terms of Service. It defines service performance standards, availability commitments, support response times, and remedies.

Section I. DEFINITIONS

Term	Definition
Uptime	Percentage of time the Platform is fully operational per calendar month, excluding Scheduled Maintenance and Excluded Downtime
Downtime	Any period of unavailability not classified as Excluded Downtime
Scheduled Maintenance	Pre-announced windows communicated 48+ hours in advance; not counted as Downtime
Excluded Downtime	Client-side issues, third-party failures, Force Majeure, Client ToS breach, DDoS attacks
P1 — Critical	Complete service unavailability or data loss
P2 — High	Major feature unavailability significantly impacting workflow
P3 — Medium	Partial degradation with available workarounds
P4 — Low	Minor issues, cosmetic bugs, or feature requests

Section II. UPTIME GUARANTEES

Plan	Monthly Uptime SLA	Max Downtime
Starter / Basic	99.0%	~7.2 hours
Professional / Growth	99.5%	~3.6 hours
Business / Agency	99.9%	~43.8 minutes
Enterprise	99.95%	~21.9 minutes

Section III. SUPPORT RESPONSE TIMES

Priority	Response Target	Resolution Target	Hours
P1 — Critical	30 minutes	4 hours	24/7
P2 — High	2 business hours	1 business day	Business hours
P3 — Medium	4 business hours	3 business days	Business hours
P4 — Low	1 business day	10 business days	Business hours

Section IV. SUPPORT CHANNELS

Channel	Availability	Plans
Email	Business Hours	All Plans
Help Center / Knowledge Base	24/7	All Plans
Live Chat	Business Hours	Professional+
Priority Support	Extended hours	Business+
Dedicated Account Manager	Business Hours	Enterprise
Emergency Hotline (P1)	24/7/365	Business & Enterprise

Section V. SERVICE CREDITS

Actual Monthly Uptime	Credit (% of Monthly Fee)
99.0% – 99.49% (when breach threshold is lower)	10%
98.0% – 98.99%	15%
95.0% – 97.99%	25%

Actual Monthly Uptime	Credit (% of Monthly Fee)
Below 95.0%	50%
Below 90.0%	100%

Submit credit claims to Support@scantra.ai within 30 days of the affected month. Credits are applied to the next invoice. Credits are the Client's sole and exclusive remedy for SLA breaches, except where applicable law provides additional rights.

Section VI. DATA & SECURITY

- Daily backups with 30-day retention; weekly backups for 3 months; monthly for 12 months
- AES-256 encryption at rest; TLS 1.2+ in transit
- Breach notification within 48 hours of confirmation

Section VII. PERFORMANCE TARGETS

Metric	Target
Dashboard Load Time	< 3 seconds (95th percentile)
API Response Time	< 500ms (95th percentile)
Report Generation	< 60 seconds (standard reports)
Keyword Rank Updates	Daily (per plan limits)
Backlink Data Refresh	Weekly minimum

Section VIII. CHANGE NOTIFICATION

Change Type	Notice Period
Minor fixes / patches	Post-deployment release notes
Feature additions	48 hours
Pricing adjustments	30 days
Plan feature reductions	60 days
Service discontinuation	90 days

Section IX. DISPUTE RESOLUTION

Disputes should first be raised with Support@scantra.ai. If unresolved in 10 business days, escalate to Info@scantra.ai. After 30 days, disputes are subject to binding arbitration under AAA rules, governed by New Jersey law.

EU & UK (GDPR Art. 28)

A DPA is available separately and is incorporated into this SLA for EU/UK clients. We commit to GDPR-compliant breach notification within 72 hours and will assist with supervisory authority notifications.

Brazil (LGPD)

We act as Operator under LGPD. Incident notifications are made within 72 hours and, where required, to the ANPD per LGPD Article 48.

Canada (PIPEDA / Law 25)

Breach notifications comply with PIPEDA mandatory breach reporting requirements. Quebec clients receive assistance with Law 25 / CAI obligations.

California (CCPA / CPRA)

We act as a Service Provider under CCPA/CPRA. Security breaches of California residents' data are notified per Civil Code §1798.82.

Australia (NDB Scheme)

Eligible data breaches are assessed and notified to the OAIC and affected individuals per the NDB scheme. We assist Clients with their own NDB obligations.

Section X. EXECUTION

This SLA takes effect upon Client's acceptance of the Terms of Service. Enterprise clients may request a countersigned hard copy.

Scantra.ai DBA Scantra	Client
Authorized Signatory: _____	Authorized Signatory: _____
Name: _____	Name: _____

Scantra.ai DBA Scantra	Client
Date: _____	Date: _____

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