

**This Service-Level Agreement (SLA)** is entered into as of 10th October 2024 between:

**Vendor:** Paymentz.ai, a company incorporated under the laws of Karnataka, having its principal place of business at st floor site No-2481/1131/10, vaishnavi Arcade, Sahakar Nagar opp Brahmins kitchen, Yelahanka Hobli Bangalore North Taluk Bangalore-560092

**Customer:** Ujjwal Baranwal, Proprietor of Prowolf Enterprises (Sub Brand: SystemFunnels) operating at Prowolf Enterprises, Chaik Saif, Main Road, near UCO Bank, Bhadohi, Uttar Pradesh-221401

**1. Purpose** This SLA outlines the terms and conditions under which the Vendor will provide accounting solutions and payment collection services to the Customer.

**2. Scope of Services** The Vendor agrees to provide the following services:

- Cloud-based accounting solutions, including ledger management, invoicing, financial reporting, and reconciliation.
- Payment collection options, including integration with payment gateways, transaction management, and reporting.
- Support and maintenance for the above services as defined in this SLA.

### **3. Service Availability**

- **Uptime Guarantee:** The Vendor guarantees 99.9% uptime, excluding scheduled maintenance and force majeure events.
- **Scheduled Maintenance:** Maintenance will be performed during non-business hours, with prior notice of at least 48 hours.

**4. Performance Metrics** The Vendor will ensure:

- Transaction processing within 2 seconds for 95% of transactions.
- Accuracy in accounting computations and reports to a tolerance of [specify percentage, e.g., 0.01%].
- Response to Customer queries or support tickets within 24 hours

### **5. Support Levels**

- **Tier 1 Support:** Basic troubleshooting and FAQs, available 24/7 via email.
- **Tier 2 Support:** Advanced troubleshooting for technical issues, available during business hours 10:00 AM to 6:00 PM (Monday to Saturday).
- **Escalation Matrix:** Critical issues will be escalated to Tier 3 Support within 2 hours.

### **6. Responsibilities of the Vendor**

- Ensure data security and compliance with relevant laws and regulations.

- Regularly update software to ensure optimal functionality and security.
- Provide training and documentation to the Customer as necessary.

## **7. Responsibilities of the Customer**

- Provide accurate and complete information for service configuration.
- Ensure that end-users comply with the agreed-upon terms of service.
- Notify the Vendor promptly of any issues or discrepancies.

## **8. Payment Terms**

- **Fees:** The Customer agrees to pay 29,999.00 INR for the services as outlined in the attached Pricing.
- **Payment Method:** Payments will be made via [bank transfer, credit card, etc.].

## **9. Data Protection** The Vendor agrees to:

- Encrypt all sensitive data.
- Maintain compliance with [relevant data protection regulation, e.g., GDPR/CCPA].
- Ensure that data backups are performed daily and retained for 90 Days

**10. Confidentiality** Both parties agree to maintain the confidentiality of proprietary or sensitive information shared during the term of this Agreement.

## **11. Term and Termination**

- **Term:** This SLA will remain effective for a period of 1 year, starting from the Effective Date.
- **Termination:** Either party may terminate this Agreement within 30 days.

## **12. Remedies** In the event of service-level breaches:

- Persistent breaches may result in the termination of the Agreement without penalties to the Customer.

**13. Limitation of Liability:** The Vendor will not be liable for indirect, incidental, or consequential damages.

## **14. Governing Law and Dispute Resolution**

- This Agreement will be governed by the laws of Karnataka.
- Any disputes will be resolved through Karnataka.

## **15. Miscellaneous**

- Amendments to this SLA must be made in writing and signed by both parties.
- This SLA constitutes the entire Agreement between the parties and supersedes all prior agreements.

## Signatures

### Vendor:

Karthik Naidu

Founder

10-10-2024

*Karthik Naidu*

### Customer:

Ujjwal Baranwal

10-10-2024

*Ujjwal Baranwal*