

SERVICE LEVEL AGREEMENT

Authentic Journey AI Receptionist Platform | Effective: February 9, 2026 | Version 3.0

1. INTRODUCTION

This Service Level Agreement ("SLA") defines the performance commitments, support standards, and remedies that 17635966 Canada Inc. (operating as Authentic Journey) provides to clients subscribing to our AI receptionist services ("Services"). This SLA supplements and is incorporated into the Authentic Journey Service Agreement and Terms of Service.

2. SCOPE

2.1 Covered Services

- Voice AI Receptionist — AI-powered call answering and handling
- Call Recording and Transcription — audio capture and text conversion
- Call Routing — transfer of calls to client's designated numbers
- Knowledge Base Integration — access to client's website and business information
- Voicemail Backup — fallback voicemail capture when calls cannot be answered

2.2 Services Excluded from SLA

- Client's own infrastructure (phone lines, internet connection, website, or internal systems)
- Third-party platforms (telecommunications carriers, internet service providers)
- Scheduled maintenance windows
- Force majeure events
- Client-caused issues (incorrect configuration, failure to provide accurate information)

3. UPTIME COMMITMENT

3.1 Definitions

Uptime: The percentage of time during a measurement period that the Covered Services are available and functional — meaning incoming calls are being answered by the AI agent, call recordings are being captured, and call routing is operating. Calculated as: $((\text{Total Minutes in Month} - \text{Downtime Minutes}) \div \text{Total Minutes in Month}) \times 100$.

Downtime: A period of 60 seconds or longer during which the AI receptionist is unable to answer incoming calls, as detected by two consecutive failed automated monitoring checks 30 seconds apart. Excludes Scheduled Maintenance, Emergency Maintenance, Force Majeure events, Client-Caused Outages, and Telecommunications Failures.

3.2 Uptime Target

Service Provider commits to **99% monthly uptime**. Example: a 30-day month = 43,200 total minutes; 99% uptime = maximum 432 minutes (7.2 hours) of downtime allowed per month.

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3.3 Uptime Exclusions

- Scheduled Maintenance — announced at least 48 hours in advance, conducted during low-traffic windows (typically 2:00 AM – 5:00 AM ET)
- Emergency Maintenance — critical security patches or urgent fixes, limited to 2 hours per month
- Client-Caused Outages
- Telecommunications Failures
- Force Majeure events

3.4 Disaster Recovery Targets

- Recovery Time Objective (RTO): service restoration within 4 hours for Priority 1 events
- Recovery Point Objective (RPO): data recoverable to a point no more than 1 hour before the incident

These are targets, not guarantees. Force majeure events may extend RTO/RPO beyond these targets.

4. PERFORMANCE METRICS

- **Call Answer Time:** AI receptionist will answer incoming calls within 20 seconds for 95% of calls during each calendar month
- **Call Transcription Accuracy:** 85% or higher accuracy for clear audio with minimal background noise
- **AI Response Quality:** Responses will be relevant and appropriate for 90% of interactions, assessed through random sampling of 5% of calls monthly
- **Call Routing Success Rate:** 95% of call routing attempts will connect successfully within 30 seconds

5. SUPPORT

5.1 Support Channels

- Email: support@authentic-journey.com
- Phone: 1-888-218-5642 (Monday–Friday, 9 AM – 6 PM ET)
- Support Portal: <https://support.authentic-journey.com>

5.2 Priority Levels

Priority	Definition	Response	Resolution
P1 Critical	AI completely unable to answer calls; mandatory disclosure not playing; active data breach	Within 2 hours (24/7)	Within 4 hours
P2 High	Major feature impaired — call recording failing, routing not working. Calls still answered but service degraded	Within 4 business hours	Within 24 hours

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P3 Medium	Minor feature issues not significantly impacting call quality. Callers not adversely affected	Within 1 business day	Within 3 business days
P4 Low	General questions, billing inquiries, non-urgent configuration changes, feature requests	Within 2 business days	Best efforts

5.3 After-Hours Support

After-hours support is available for P1 Critical issues only, 24/7/365. Submit by emailing support@authentic-journey.com with "P1 CRITICAL" in the subject line. P2, P3, and P4 issues submitted outside standard business hours will be addressed on the next business day.

Standard Business Hours: Monday through Friday, 9:00 AM – 6:00 PM Eastern Time, excluding Canadian statutory holidays.

6. SERVICE CREDITS

Note

The credit tables below are the definitive and sole statement of credit entitlements for SLA failures. These tables supersede any conflicting credit formula in the Terms of Service or Service Agreement.

6.1 Uptime Service Credits

Monthly Uptime	Service Credit
99.0% – 100%	No credit (within SLA)
98.0% – 98.9%	10% of monthly fee
95.0% – 97.9%	25% of monthly fee
Below 95%	50% of monthly fee

Example: Client pays \$349/month (Professional Tier); monthly uptime is 97.5%; client receives 25% credit = \$87.25 applied to the next invoice.

6.2 How to Request Service Credits

Email support@authentic-journey.com with subject line "SLA Credit Request - [Month/Year]" within 30 days of the end of the month in which the SLA failure occurred. We will review the request within 10 business days. Approved credits are applied to the next monthly invoice.

6.3 Credit Limitations

- Maximum credits per month cannot exceed 100% of that month's fee

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- Credits are not refunds — applied as discounts to future invoices, not redeemable for cash
- Service credits are the sole and exclusive remedy for SLA failures

7. MONITORING AND REPORTING

- Real-Time Status Page: <https://status.authentic-journey.com> — shows current service status, recent incidents, and scheduled maintenance
- Monthly Performance Reports — all clients receive a Monthly Performance Report within 5 business days of month-end, including actual uptime, call volume statistics, average call answer time, and support ticket summary
- Proactive Notifications — Service Outage Notifications within 15 minutes of detecting an outage; Scheduled Maintenance with at least 48 hours advance notice

8. CLIENT RESPONSIBILITIES

- Provide accurate business information for AI knowledge base
- Maintain valid, functioning phone numbers for call routing
- Update contact information promptly when changes occur
- Report issues promptly to enable swift resolution
- Monitor call activity through the client dashboard
- Review monthly performance reports

If service issues are caused by the client's failure to meet these responsibilities, SLA commitments may not apply.

9. LIMITATIONS AND DISCLAIMERS

9.1 Third-Party Dependencies

Service Provider is not liable for telecommunications carrier failures, internet infrastructure failures, or the client's own infrastructure.

9.2 Force Majeure

This SLA does not apply during force majeure events including natural disasters, acts of war, government actions, widespread power outages, pandemics, and cyberattacks or DDoS attacks directed at our infrastructure — provided that Authentic Journey had implemented the security measures described in the Data Processing Addendum at the time of the event.

9.3 AI Technology Limitations

AI technology is not perfect. Clients acknowledge that AI may occasionally provide inaccurate or incomplete responses; transcription accuracy depends on audio quality; and AI performance improves over time but cannot be guaranteed to be error-free. AI agents provide administrative support only and are not licensed professionals. Clients in regulated industries must implement appropriate human oversight processes.

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10. CONTACT INFORMATION

17635966 Canada Inc. (operating as Authentic Journey)

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Phone: 1-888-218-5642 | Email: allistair@authentic-journey.com | Website: <https://authentic-journey.com>

11. ACKNOWLEDGMENT

By subscribing to our Services, clients acknowledge and agree to the terms of this Service Level Agreement.