



Service Level Agreement (SLA)

Between: [Client Company] and Aviotix Ltd.

Product: Drone Twins 360 (DT360) – Cloud Photogrammetry & Digital Twin Platform

Version: 1.0

Effective Date: [date]

1. PURPOSE

This SLA defines the service levels, responsibilities, and performance commitments applicable to Aviotix Ltd. (“Aviotix”) in delivering the DT360 cloud services to [Client Company] (“Client”).

2. SCOPE OF SERVICES

Aviotix provides the following services under this SLA:

1. **DT360 Cloud Platform Access**
 - Upload, preview, and processing of imagery datasets.
 - 3D reconstruction pipeline (SfM, MVS, orthomosaic generation).
 - Export of supported formats (PLY, TIF, OBJ, etc.).
 2. **Data Integrity & Validation**
 - Automated Photo Integrity Check.
 - Deepfake detection signals.
 - Metadata validation (EXIF, GNSS, HAS/DEM-based checks).
 3. **Support & Incident Management**
 - Email-based technical support.
 - Priority handling depending on Client’s plan.
 4. **Service Availability**
 - Continuous access to platform and datasets, subject to maintenance windows.
-

3. SERVICE AVAILABILITY

Aviotix commits to the following uptime:

- **Monthly Uptime Guarantee: 99.5%**
(equivalent to a maximum of ~3h 39m downtime per month)

Included:

- Platform interface (dashboard, dataset viewer).
- Upload endpoints.
- Reconstruction pipelines (scheduling, job execution).

Excluded:

- Maintenance windows announced at least 24 hours in advance.
- Downtime caused by third-party infrastructure (datacenter, ISP).
- Issues caused by Client-side connectivity or misuse.

4. PERFORMANCE TARGETS

4.1 Dataset Preview

- **Goal:** Preview generation within **5–15 minutes**, depending on dataset size and GPU queue load.

4.2 3D Reconstruction

- Medium dataset (100–300 photos): **30–90 minutes**.
 - Large dataset (300–1000 photos): **1–4 hours**.
- Note:* Actual duration depends on concurrency and GPU availability.

4.3 Data Retention

- Raw uploads: **30–180 days**, depending on plan.
- Reconstructions & exports: **persist unless Client deletes**.
- Logs & integrity reports: **minimum 90 days**.

5. INCIDENT RESPONSE TIMES

Priority	Description	Initial Response	Target Resolution
P1 – Critical	Platform unavailable / uploads failing	≤ 1 hour	≤ 8 hours

Priority	Description	Initial Response	Target Resolution
P2 – High	3D pipeline malfunction / job stuck	≤ 4 hours	≤ 24 hours
P3 – Medium	Non-blocking issues, degraded performance	≤ 1 business day	≤ 3 business days
P4 – Low	Minor cosmetic issues, UX feedback	≤ 3 business days	Next scheduled release

Communication channels:

- Primary: support@aviotix.eu
- Secondary: assigned account representative (if applicable)

6. SECURITY & COMPLIANCE

Aviotix commits to the following:

- **Data stored exclusively in EU datacenters** unless otherwise agreed.
- **Encryption:**
 - In transit: TLS 1.2+
 - At rest: encrypted storage volumes
- **GDPR compliance:**
 - Data Processor role for Client datasets
 - DPA available upon request
 - Right to erasure, portability, and audit
- **Access control:** restricted internal access with audit logging.

7. CLIENT RESPONSIBILITIES

Client agrees to:

- Supply valid imagery consistent with DT360 requirements.
 - Ensure no copyrighted, unlawful, or harmful content is uploaded.
 - Maintain its own user access control and credentials.
 - Notify Aviotix promptly of suspected data issues or outages.
-

8. MAINTENANCE WINDOWS

Aviotix may perform scheduled maintenance:

- Frequency: **up to 2 times per month**
- Duration: **usually 30–120 min**
- Notice: **≥ 24 hours** via email or system message

Emergency maintenance may be performed without prior notice if required to maintain system integrity or security.

9. SLA EXCLUSIONS

This SLA does **not** apply to:

- Failures caused by Client-side configuration or misuse.
 - Force majeure events (fire, flood, war, major datacenter outages).
 - Third-party APIs (e.g., map services, geolocation services).
 - Client delays in providing required information.
-

10. SERVICE CREDITS (OPTIONAL CLAUSE)

If uptime falls below 99.5% in a given month, Client may request:

- **5% service credit** applied to next invoice.
 - Requests must be submitted within 30 days of the incident month.
-

11. TERM & TERMINATION

This SLA remains in effect for the duration of the commercial agreement.
Either party may propose updates annually or upon material change to system architecture.

12. ACCEPTANCE

Aviotix Ltd.✓

Name: _____

Signature: _____

Date: _____

Client Company✓

Name: _____

Signature: _____

Date: _____

