

# Tivev Service Level Agreement (SLA)

*Last updated: [July 17 2023]*

This Service Level Agreement ("SLA") outlines the expected performance and support standards for the Tivev platform, provided by **Easy Travel LLC** ("Tivev", "we", "us"). This SLA applies to customers with active Pro or Enterprise subscriptions.

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## 1. Service Availability

Tivev aims to provide 99.9% uptime on a monthly basis, excluding scheduled maintenance. Uptime is measured as access to core search functionality and API availability.

### 1.1 Uptime Guarantee

- **Monthly Uptime Commitment:** 99.9%
- **Measurement Scope:** Core platform access, airfare search engine, and authenticated user sessions.

### 1.2 Exclusions

The following events do not count against uptime:

- Scheduled maintenance with at least 24-hour notice
  - Downtime caused by third-party systems (e.g., consolidators, GDSs, or data partners)
  - Force majeure events (e.g., natural disasters, DDoS attacks, internet backbone outages)
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## 2. Support Response Times

We provide support based on your subscription tier.

Plan	Support Hours	Initial Response Time	Critical Issue Escalation
Pro	Mon–Fri, 9am–6pm (PST)	< 24 hours	N/A
Enterprise	24/7	< 2 hours	Within 1 hour

## 2.1 Severity Definitions

Severity	Description	Example
Critical	Platform unavailable or major functionality inaccessible	Search engine down
High	Feature partially unavailable or degraded	Fare API delays
Medium	Non-urgent bugs or UI issues	Search filters not rendering
Low	Cosmetic or informational	Typos, minor layout issues

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## 3. Issue Resolution Times

Tivev will make commercially reasonable efforts to resolve issues within the following windows:

Severity	Target Resolution
Critical	8 hours
High	24 hours
Medium	3 business days
Low	Next release cycle

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## 4. Customer Responsibilities

To receive SLA support:

- You must report issues through the designated support channel (email or Enterprise dashboard).
  - You must provide all necessary information for reproduction or analysis.
  - Your account must be in good standing (active subscription, no overdue invoices).
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## 5. Service Credits

If Tivev fails to meet the monthly uptime commitment, Enterprise customers may request a **service credit** as follows:

Uptime (monthly)	Credit
99.0% – 99.9%	5% of monthly fee
95.0% – 98.9%	10% of monthly fee
< 95.0%	25% of monthly fee

- Credits must be requested within 15 days of the end of the month in question.
  - Credits are issued as service extensions or future discounts and are not refundable in cash.
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## 6. Limitations

- This SLA does not apply to free trial accounts or customers not on the Pro or Enterprise plan.
  - Service credits are the sole and exclusive remedy for downtime or performance issues.
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## 7. Modifications

Tivev may update this SLA with notice. Continued use of the platform after an update constitutes acceptance.

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## **8. Contact**

For SLA-related issues, email:  
**[support@tivev.com](mailto:support@tivev.com)**