Service Level Agreement (SLA)

Dexa service levels, support targets, incident priorities, uptime commitments, and customer responsibilities.

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1. Service Commitment

Dexa targets commercially reasonable availability for core hosted services, excluding planned maintenance, third-party outages, customer network issues, and force majeure events.

2. Support Channels

Standard support is provided through in-app support tickets and published support contacts. Emergency issues should include business name, affected module, screenshots or logs, and business impact.

3. Incident Priorities

Priority	Example	Target Initial Response
P1 Critical	Production unavailable, payments blocked, or major data access issue.	4 business hours
P2 High	Core workflow degraded with workaround available.	1 business day
P3 Normal	Feature issue, report mismatch, setup support, or general help.	2 business days
P4 Low	Question, enhancement request, or cosmetic issue.	3 business days

4. Customer Responsibilities

- Keep billing, M-PESA, SMS, WhatsApp, domain, and user access details accurate.
- Use strong passwords and appropriate role permissions.
- Report incidents with enough detail to reproduce or diagnose the issue.
- Maintain operational controls for riders, client communication, and delivery execution.

5. Data Protection and Backups

Dexa supports backup generation and tenant-scoped exports. Recovery timelines depend on infrastructure, backup freshness, hosting availability, and incident scope.

6. SLA Updates

Dexa may update this SLA as the product, infrastructure, and support model evolve. Material contractual commitments should be captured in signed agreements.