MANAGED INFRASTRUCTURE PROTOCOLS

Hosting & SLA Agreement

Soflas Developments
Ref: SOF-SLA-2026

1. SCOPE OF INFRASTRUCTURE MANAGEMENT

1.1 Environment Isolation & Hosting
Soflas provisions isolated container runtimes hosted on premium Virtual Private Servers (VPS). System files, database components, and routing structures are cordoned off to prevent resource cross-contamination.

1.2 Automated Security Patches
Core system images and environment packages are managed and updated systematically. This covers software patch upgrades but excludes breaking configuration adjustments forced by third-party application changes.

2. PERFORMANCE TARGETS & GUARDRAILS

TARGET UPTIME	BACKUP LIFECYCLE	SUPPORT WINDOW
99.9% / Annualized	**7-Day Snapshots**	**08:00 – 17:00 / M-F**

3. INCIDENT RESPONSE CLASSES

Severity 1 (Critical Infrastructure Failure)
Complete service outage rendering core operations offline. Response target: Within 2 business hours from telemetry event alert or ticket generation.

Severity 2 (Functional Degradation)
Minor application component errors or performance slowdowns where primary operations remain active. Response target: Within 24 business hours.

4. Client Accountability Boundaries (Critical Safeguard)
- Access Integrity: Credentials, API tokens, and administrative entry paths handed to the client must remain secured. Soflas holds zero liability for incidents sparked by compromised client keys.
- Content Ownership & Data Compliance: Compliance with local financial and data protection laws (including POPIA boundaries) sits strictly with the client.
- Non-Payment Suspension: If invoices fall more than 14 days overdue, system runtimes drop into inactive states automatically.

5. EXECUTION BINDINGS

By signing below, both parties formally accept the infrastructure parameters and system boundaries defined across this Service Level Agreement.

For: Soflas Developments
Authorized Operations Signatory

For: The Client Entity
Duly Appointed Representative