



DCSAI Technologies

LEGAL DOCUMENT • v1.0 • MAY 2026

Service Level Agreement

Per-product uptime commitments + credit remedies

Service Level Agreement

This Service Level Agreement ("**SLA**") sets out DCS's uptime commitments and the service credits to which customers are entitled if those commitments are not met. It forms part of the Master Services Agreement between DCS AI Technologies L.L.C ("**DCS**") and the customer ("**Customer**").

Each DCS product has its own SLO (Service Level Objective). Uptime is measured against the SLO in calendar-month windows and reported in real time at status.dcsai.ai. Customers who experience downtime below the SLO are automatically eligible for service credits as set out in Section 4.

1. Scope and Eligibility

1.1 This SLA applies to all paying customers on the Pro tier or above. Free-tier customers receive best-effort service with no SLA guarantees.

1.2 This SLA covers the following products:

- **DCS Platform** (api.dcsai.ai, app.dcsai.ai)
- **DCS Compute** (api-compute.dcsai.ai, compute.dcsai.ai)
- **DCS Storage** (api-storage.dcsai.ai, gateway.dcsai.ai, storage.dcsai.ai)
- **DCS OS** (api.dcsai.ai/os, os.dcsai.ai)
- **DCS Sovereign** (per-customer URLs)

1.3 This SLA does not cover:

- Beta or preview features (clearly labeled as such in the dashboard).
- Free-tier or trial accounts.
- Downtime caused by Customer-side issues (misconfigured credentials, exceeded quotas, etc.).
- Downtime during scheduled maintenance windows announced at least 48 hours in advance.
- Force majeure events as defined in Section 5.

2. Definitions

"Monthly Uptime Percentage" means the total number of minutes in a calendar month, minus the number of minutes of Unavailability during that month, divided by the total number of minutes in that month.

"Unavailability" means a period during which the relevant Service returns HTTP 5xx errors for more than 10% of requests, measured against the synthetic monitoring probes operated by DCS's independent monitoring provider (Better Stack). Read requests and write requests are measured separately for products where they have different SLOs.

"Service Credit" means a credit added to the Customer's account equal to the specified percentage of the monthly subscription fee for the affected Service. Service Credits have no cash value and may be used to offset future monthly fees.

"Maintenance Window" means a planned period of degraded or unavailable service, announced via status.dcsai.ai at least 48 hours in advance. Maintenance Windows are not counted as Unavailability.

"Force Majeure Event" means an event outside DCS's reasonable control, including natural disasters, war, terrorism, civil unrest, government action, internet backbone failures, and pandemic-related disruptions.

3. Service Level Objectives

Each Service has a specific Monthly Uptime Percentage commitment as set out below. SLOs apply to the Pro tier and above; Enterprise customers may negotiate higher SLOs in their order form.

3.1 DCS Platform

Surface	Pro SLO	Enterprise SLO	Latency p99 target
/api/* (control plane)	99.9%	99.95%	500 ms
Agent execution (warm)	99.5%	99.9%	5 s
Build pipeline	99.5%	99.9%	2 min
Dashboard (app.dcsai.ai)	99.5%	99.9%	2 s page load

3.2 DCS Compute

Surface	Pro SLO	Enterprise SLO	Latency p99 target
Dispatch API	99.9%	99.95%	100 ms
Job completion (any tier)	99.0%	99.5%	as quoted at dispatch
Worker registration	99.5%	99.9%	5 min end-to-end
Payout queue	99.5%	99.9%	T+2 (Stripe Connect)

3.3 DCS Storage

Surface	Pro SLO	Enterprise SLO	Latency p99 target
Gateway reads (cached)	99.95%	99.99%	50 ms
Gateway reads (warm miss)	99.9%	99.95%	500 ms
Upload API	99.9%	99.95%	5 s (file ≤1 MB)
Erase API	99.5%	99.9%	30 s end-to-end
Data durability (Gold tier)	99.999999999%	99.999999999%	11 nines
Data durability (Platinum tier)	99.999999999%	99.999999999%	12 nines

3.4 DCS OS

Surface	Pro SLO	Enterprise SLO	Latency p99 target
Dashboard (os.dcsai.ai)	99.5%	99.9%	2 s page load
WhatsLink message routing	99.9%	99.95%	5 s end-to-end
Voice handoff	99.0%	99.5%	3 s to live agent
Module loaders (iframes)	99.5%	99.9%	1 s

3.5 DCS Sovereign

Sovereign deployments run on Customer-controlled infrastructure. DCS commits to the following only with respect to the DCS software components:

Surface	Standard SLO	Notes
Software bug fixes (Severity 1)	4 hours response	See Section 6
Software bug fixes (Severity 2)	24 hours response	
Software updates	Monthly cadence	
Security patches	72 hours of disclosure	CVSS \geq 7.0

4. Service Credits

If the Monthly Uptime Percentage for a Service falls below the applicable SLO in a calendar month, the Customer is eligible for Service Credits as follows:

Monthly Uptime	Service Credit (% of monthly fee)	Notes
< SLO but ≥ 99.0%	10%	
< 99.0% but ≥ 95.0%	25%	
< 95.0% but ≥ 90.0%	50%	
< 90.0%	100%	Plus right to terminate without penalty

4.1 Claim process

Service Credits are issued automatically. Within 5 business days after the end of the affected month, DCS calculates the Monthly Uptime Percentage based on the independent monitoring data and credits the Customer's account. The credit appears as a line item on the next invoice.

Customers who believe DCS has miscalculated the credit may file a written dispute within 30 days of the invoice. The dispute will be reviewed within 10 business days; if DCS's monitoring data is shown to be incorrect (cross-referenced against the Customer's own monitoring), the credit will be adjusted retroactively.

4.2 Maximum credit

Service Credits in any single month may not exceed 100% of the monthly fee for the affected Service. Service Credits are the Customer's sole and exclusive remedy for any Unavailability under this SLA.

5. Exclusions

The following are not counted as Unavailability for purposes of calculating Monthly Uptime Percentage:

- **Force Majeure Events** as defined in Section 2.
- **Scheduled Maintenance Windows** announced at least 48 hours in advance.
- **Customer-caused outages** (e.g., exceeding the Customer's rate limit, providing invalid credentials, misconfiguring DNS).
- **Third-party outages** outside DCS's control (e.g., AWS regional outage if the Customer chose a single-region deployment, or a Filecoin storage provider going offline if the Customer chose Bronze tier).
- **Beta features** labeled as such in the dashboard at the time of use.
- **Free-tier or trial accounts.**
- **Brief blips** lasting under 60 seconds and not affecting more than 1% of requests in a 5-minute window.

6. Support Response Times

Support response times are commitments separate from uptime. They apply 24/7 except as noted.

Severity	Definition	Pro response	Enterprise response
Sev-1	Production down · no workaround	1 hour	30 minutes
Sev-2	Significant degradation · workaround exists	4 hours	2 hours
Sev-3	Minor issue · feature request	1 business day	4 business hours
Sev-4	Question · documentation request	2 business days	1 business day

"Response" means the first substantive reply from a DCS engineer (not an auto-acknowledgement). Response does not guarantee resolution within the same window.

6.1 Severity classification

The Customer assigns the initial severity when filing a ticket. DCS may reclassify in either direction after triage, with notice and reason.

6.2 Support channels

- **Pro tier:** email (support@dcsai.ai), in-app chat during business hours (UAE timezone), and the public Discord.
- **Enterprise tier:** dedicated Slack Connect channel, named Customer Success Manager, 24/7 phone hotline for Sev-1 issues.

7. Status and Monitoring

7.1 Real-time service status is published at status.dcsai.ai. The status page is operated by an independent third-party provider (Better Stack) and is hosted on infrastructure separate from the Services it monitors. The status page remains available even during a DCS outage.

7.2 Customers may subscribe to status updates via email, SMS, Slack webhook, or RSS. Subscriptions are configured at status.dcsai.ai/subscribe.

7.3 Monitoring methodology: synthetic probes from 8 geographic locations every 30 seconds. A Service is considered Unavailable when more than 50% of probes from any 4 locations fail for 3 consecutive intervals. This is intentionally conservative: short-lived regional connectivity issues do not count against the SLO.

8. Changes to This SLA

8.1 DCS may modify this SLA from time to time. Material adverse changes will be announced at least 30 days in advance via email to the Customer's billing contact and via the dashboard.

8.2 If the Customer does not agree with a material adverse change, the Customer may terminate the affected Service without penalty before the change takes effect.

8.3 Non-material changes (typos, clarifications, additions of new Services) are made without notice. The current version is always available at dcsai.ai/sla.

9. Governing Law

This SLA is governed by the laws of England and Wales unless the Master Services Agreement specifies a different governing law, in which case that law applies. Disputes shall be resolved in accordance with the dispute resolution provisions of the Master Services Agreement.

Effective Date and Version History

This SLA is effective from 1 June 2026.

Version history

Version	Effective from	Summary of changes
1.0	2026-06-01	Initial publication

This SLA is published under CC BY 4.0. Questions about service credits or claims: sla@dcsai.ai. Real-time status: status.dcsai.ai. The DCS legal team is available at legal@dcsai.ai.