

Awake Service Level Agreement

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These documents are general templates, not legal advice. Before using any document for any real-world purpose, every party must have their own independent legal counsel review and approve it for their circumstances and applicable law. Do not sign, rely on, or otherwise use a document without that approval. No attorney-client relationship is created.

Measure availability and support with explicit exclusions and remedies.

Reference edition. Complete all fields, choose every alternative, reconcile companions and remove drafting instructions before execution. The separate fill-in edition omits this publication introduction.

Commercial Terms

Parties/main agreement: [names/version]. Service scope and measurement period: [details]. Support contacts/time zone/hours: [details].

Measurement

Availability target: [percent]. Formula, monitoring source and covered endpoints: [details]. Planned maintenance windows, notice and maximum excluded duration: [terms]. Other exclusions: [specific causes]. An exclusion does not erase separate data/security duties.

Support

Repeat for each severity: [objective definition; initial response target; update cadence; restoration/workaround target; escalation contact]. Distinguish response, workaround and final resolution. Customer reporting and cooperation: [process].

Remedies

Credits: [formula, cap, request window and evidence]. Chronic-failure termination and refund: [triggers/terms]. State whether credits are exclusive for availability only; do not silently waive other claims. Service changes and renewal treatment: [terms].

General terms

Formal notices go to the contacts and delivery methods in the Commercial Terms. Governing law: [state and country]; dispute forum: [court and venue, or separately completed arbitration provision], subject to mandatory law. The parties will first meet in good faith within [days] after a dispute notice; this does not delay urgent relief or a filing deadline. This document and the signed schedules listed here constitute the agreement on this subject. Changes require a writing signed by the affected parties. A schedule overrides another document only by identifying the provision and the agreed replacement. No

provision silently amends an existing equity, financing, or employment instrument. Severability applies to the extent lawful. Neither party may transfer this agreement without the other's written consent except to a successor acquiring the relevant business that assumes its obligations in writing, subject to any expressly agreed restrictions. Counterparts and electronic signatures are permitted.

Signatures

Party A: [full legal name]. Authorized signature: [signature]. Name and title: [name and title]. Date: [date].

Party B: [full legal name]. Authorized signature: [signature]. Name and title: [name and title]. Date: [date].

Signed schedules and implementing documents: [list, dates, and versions, or none].