VOUCHIR TECHNOLOGIES

ENTERPRISE SOCIAL ADVOCACY & REFERRAL MESH

Doc Ref: VCHR-SLA-ENT-2026-V1
Effective: November 2026 – 2027
Domain: getvouchir.com

Enterprise Service Level Agreement & Operating Matrix

This Service Level Agreement governs platform uptime, referral lifecycle processing thresholds, and incident resolution standards for enterprise tenants integrated with the VOUCHIR advocacy network.

1. CORE INFRASTRUCTURE AVAILABILITY & UPTIME TARGET

Service Component	Enterprise Tier	Growth Tier	Measurement Cadence
Edge Referral Portal & Advocate Share Links	**99.95%**	99.90%	Monthly (24×7×365)
ATS Webhook Ingestion Engine	**99.90%**	99.80%	Monthly (24×7×365)
Attribution Ledger & Points Registry	**99.99%**	99.90%	Monthly (24×7×365)
Scheduled Maintenance Window	< 2 hrs / month	< 4 hrs / month	Sun 02:00–04:00 UTC

2. REFERRAL LIFECYCLE PROCESSING SLAS (THE 48-HOUR STANDARD)

Workflow Phase	Committed SLA	Max Threshold	Automated Escalation Action
Candidate Intake & Attribution Token	**< 5 seconds**	60 seconds	Fallback queue logged; admin ping
Recruiter Initial Pipeline Review	**48 Hours**	72 Hours	Lead Recruiter alert; candidate digest
Peer Vouch / Endorsement Submission	24 Hours	48 Hours	Advocate Slack / Teams notification
Stage Progression (Screen → Interview)	4 Business Days	7 Business Days	Hiring Manager queue escalation
Milestone Reward Voucher Settlement	**Instant on Hire**	24 Hours	Ledger discrepancy audit trigger

3. SUPPORT INCIDENT SEVERITY LEVELS & RESPONSE TARGETS

Severity	Classification Criteria	Initial Response	Resolution Target
P1 - Critical	Edge referral portal down or ATS webhook ingest failure affecting > 25% of users.	**< 30 minutes (24×7)**	< 4 Hours
P2 - High	Core workflow degraded (voucher generation error, attribution mismatch) without workaround.	< 2 Hours	< 8 Hours
P3 - Medium	Non-critical UI defect, minor reporting latency, or individual voucher dispute.	< 8 Business Hours	< 3 Business Days
P4 - Low	General platform inquiries, configuration advice, or minor cosmetic adjustments.	< 24 Business Hours	Next Patch Release

4. SECURITY, GOVERNANCE & AUDIT GUARANTEES

Tenant Isolation: Logical tenancy separation with Row-Level Security (RLS); dedicated schema available on enterprise tier.

Cryptographic Integrity: Attribution hashes and milestone vouchers generated using SHA-256 tokens with immutable audit timestamps.

Regulatory Alignment: Fully compliant with DPDP Act 2023, EU GDPR, and ISO/IEC 27001 operational standards.

Encryption & Retention: TLS 1.3 in-transit encryption, AES-256 at-rest storage, and a 365-day immutable audit log trail.