

CBAMValid — Service Level Agreement (DRAFT)

Status: DRAFT for Enterprise procurement. Not a signed MSA.

Issuer: SectorCalc Corporation (CBAMValid)

Contact: info@cbamvalid.com

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1. Scope

Availability and support targets for the CBAMValid Exporter Verification Preparation Pack service under an Enterprise annual agreement.

2. Support channels

Primary: info@cbamvalid.com

Privacy / DPA: privacy@cbamvalid.com

3. Response targets (business hours, Europe/Dublin)

- Critical (seal/download unavailable): respond in 4 business hours; aim to restore or provide workaround within 1 business day.
- High (checkout / entitlement / SSO login): respond in 8 business hours; aim to resolve within 2 business days.
- Normal (configuration / how-to): respond in 1 business day; aim to resolve within 5 business days.

4. Uptime posture

Runtime depends on Google Cloud / Firebase (europe-west1) managed services. Sealed releases are immutable objects once published and remain downloadable subject to tenant authorization.

5. Exclusions

- Customer IdP / SSO provider outages
- Paddle payment-provider incidents
- Customer network, browser, or evidence-file quality issues
- Force majeure and upstream cloud regional incidents

6. Credits

Service credits, if any, are defined only in the signed Enterprise MSA. This draft does not create a credit entitlement by itself.

7. Certification honesty

This draft does NOT claim ISO 27001 or SOC 2 certification.

8. Independence boundary

CBAMValid prepares operator dossiers. SLA performance does not create an accredited verification opinion, EU approval, or customs acceptance.