



MESSAGING ACROSS AFRICA

SERVICE LEVEL AGREEMENT

Service Level Agreement

Our commitments on platform uptime, delivery, delivery reports and support response.

◆ COMMITMENTS

Platform uptime	99.9% Measured monthly, excluding scheduled maintenance
API latency	< 300 ms Message accepted to gateway submission
Delivery reports	Real time Relayed as soon as the operator confirms
Support response	< 1 hour Priority / Enterprise; best-effort on Basic

◆ SUPPORT BY TIER

Tier	Channels	First response
Basic	Email, chat, docs	Same business day
Business	Email, chat, phone	Within 2 hours
Enterprise	Dedicated manager, 24/7	Within 1 hour

Scheduled maintenance is announced in advance on status.esmsafrica.io and does not count against uptime.