

Citibot, Inc.

Client Success Service Level Agreement (SLA)

Purpose

This Service Level Agreement (SLA) outlines the expected response and resolution times for support and service inquiries submitted by clients of Citibot Inc., specifically through their designated Client Success Manager.

Citibot commits to 99.5% uptime 24/7/365. Citibot now has 8 years of experience in maintaining this uptime threshold.

Standard Response Time

For Tier 1 (urgent) fixes, where the product is suffering from downtime, the Citibot Team is available 24/7 with certain designated staff providing their mobile phone. Once an issue is identified and diagnosed, Citibot will immediately send an email to the customer identifying the issue and suggested time for the proper resolution. Citibot will also immediately notify the customer when the product is back in uptime.

For Tier 2 (normal course and non-urgent fixes, the Citibot Team will respond to the customer on that business day and let the customer know how long it might take to fix the issue. For these issues, the Citibot Team is available from 6am CT to 9pm CT.

In all cases:

Your Client Success Manager will:

- Provide regular status updates
- Communicate any required information or action items needed from your team
- Ensure transparency and accountability throughout the process

Support Scope

Your assigned Client Success Manager will support you as follows:

- Conduct regular check in calls

- Provide monthly data reports
- Provide training templates and video tutorials (Keen Dashboard, Trello)
- Offer greeting update
- Discuss marketing needs and offer assistance
- Offer new products and features
- Provide information and follow-up regarding API and software integration requests
- Provide education on Citibot updates/upcoming events/etc.
- Facilitate annual ROI meetings
- Support contract renewals

Training Resources

Upon request, we will provide group and/or one on one trainings to guide you through using the Keen Dashboard and Trello for managing your data and workflows effectively.

Commitment to Service

Our team is committed to providing reliable, responsive, and transparent support to help your organization succeed. Should any urgent issues arise outside of our standard availability, please contact your Client Success Manager directly, and we will do our best to assist promptly.

Contact

For questions related to this SLA or ongoing support, please reach out to your Client Success Manager:

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