Service Level Agreement

Annex to the KYCJet service agreement and to the DORA addendum (Article 30(2)(e) and 30(3)(a) of Regulation (EU) 2022/2554). Version of 21 September 2026. Values in square brackets are proposals to be confirmed during contracting.

1. Scope

- **Application programming interface** (`/api/v1`) and customer **dashboard**.
- **Verification page** reached from the link and the verification **mobile app**.
- **Human review** of cases by the Provider's operators, **on the Institutional plan only**, except for cases approved by the automatic approval rule, if the customer has switched it on. On the Standard plan the customer decides its cases from the dashboard, at its own pace: there is no Provider review time.
- **Notifications** (webhooks) to the customer's systems.
- **Support**.

2. Availability

Component	Monthly target
Application programming interface and verification page	[99.5%]
Dashboard	[99.0%]

Availability is measured every [minute] by an external check on the public status routes; a minute counts as unavailable if the check fails from at least two measurement points. The following are excluded:

- scheduled maintenance announced at least [5 business days] in advance, up to [4 hours] per month and outside 8:00-20:00 on business days;
- unavailability of third-party services on which verification depends by law or by nature (for example the document reading and face comparison services) when the Provider handles it as described in section 4, without prejudice to the duty to report it.

3. Verification timing

Step	Target
Result of the automated checks after the photos are submitted	[95%] within [30 seconds]
Operator decision on a case ready for review (Institutional plan only)	[90%] within [4 business hours]; all within [1 business day]

Step	Target
Webhook notification after a status change	First delivery within [1 minute]; if the customer's system does not respond, 12 attempts with increasing intervals from 30 seconds to 6 hours, about 14 hours in total; after that the notification can be replayed from the dashboard

Review business hours, on the Institutional plan: [Monday to Friday, 9:00-18:00 Italian time, excluding national holidays].

4. When a third-party service does not respond

A verification never passes "by default". If document reading or face comparison is unavailable, the person is asked to try again, with nothing charged. If screening does not respond, the case stays in review and cannot be approved until screening is re-run with a result. No case is approved unless all checks have run. The time during which this happens is reported to the customer and included in the monthly report.

5. Continuity and recovery

	Target
Recovery point objective (RPO)	[24 hours]
Recovery time objective (RTO)	[8 hours]

6. Support

Severity	Example	First response	Updates
Critical	Service unavailable, suspected data breach	[1 hour], 24/7	Every [2 hours] until resolved
High	A main function is not working, with no workaround	[4 business hours]	Every business day
Normal	Questions, issues with a workaround	[1 business day]	As needed

Channels: [dedicated support email] and, for critical severity, [on-call phone number].

7. Reporting and remedies

7.1 By the [10th] of each month the Provider sends the customer a report with: measured availability, review times (on the Institutional plan), incidents and their causes, maintenance performed, changes of sub-processors.

7.2 If monthly availability falls below target, the customer is entitled to an amount added to its prepaid balance equal to this percentage of the amounts charged in that month:

Availability	Amount added
From [99.0%] to below [99.5%]	[5%]

Availability	Amount added
From [98.0%] to below [99.0%]	[10%]
Below [98.0%]	[25%]

7.3 Failure to meet the availability targets in [three] months within any [six]-month period is a material breach allowing termination under clause 7 of the DORA addendum.