Omilia
Conversational Intelligence

SLA & Support

Omilia Cloud Platform (OCP) — Service Level Agreement and Scope of Support

Part 1 — Service Level Agreement (SLA)

This Service Level Agreement for OCP Services ("SLA") is part of the OCP Service Agreement (the "Agreement"). This SLA defines the performance levels that Omilia provides to Customers regarding the availability of OCP Services. This SLA applies only to paid purchase and use of OCP Services and does not apply to free or trial Services.

If you access OCP Services as a customer of an OCP reseller and have signed an offline variant of this SLA with that reseller, the terms below do not apply; the SLA signed with your reseller governs your use of the OCP Services.

SLA provisions, commitments, and remedies do not apply to unavailability caused by: occasional planned downtime at non-peak hours (with advance notice); circumstances beyond Omilia's reasonable control; or actions of Azure or AWS.

1. Hours of Operation

OCP Services are designed to be available 24 hours a day, 7 days a week, 365 days a year, except during maintenance periods, technology upgrades, and as otherwise set forth in the End-User Agreement, Partner Agreement, Service Order, or this SLA.

2. Service Availability

Commencing at Omilia's activation of any OCP Services in production state for the End User, Omilia works to meet a Target Service Availability Level (Target Service Uptime) of 99.9% in a specific region.

Measurement: following the end of each calendar month, Omilia measures Availability as (total minutes in the month less downtime minutes) divided by total minutes in the month, expressed as a percentage.

Reporting: Omilia provides Service Availability metrics upon receipt of a Service Request from the Partner or End User.

3. Monitoring

Omilia uses a variety of software tools to monitor the availability and performance of OCP Services and generates alerts for monitored components.

4. Service Credits

Service Availability Level	Credit % of Monthly Fee
≥ 99.9%	0
99.5% – 99.8%	2
99.0% – 99.4%	5
< 99.0%	10

5. Support Services under this SLA

Omilia provides support services for OCP Services in English on a 24/7 basis, limited to high-severity incident management and resolution. Only Severity 1 and Severity 2 production incidents are serviced 24x7.

5.5 Response Times

Severity Level	SLA for Response & Confirmation
1	0.5 hours
2	1 hour
3	12 extended business hours
4	2 business days

Part 2 — Scope of Support

During the term of the Customer's active support agreement, Omilia provides the following support services on a commercially and operationally reasonable-effort basis:

- Advice and guidance on technical aspects of the OCP platform, including answering "how-to" questions.
- Responses to general questions and requests for documentation related to OCP components.
- Break/Fix of issues with root causes within the OCP platform.
- Assistance in troubleshooting warnings, errors, and exceptions encountered on the OCP platform.
- Delivery of RCA reports for Severity 1 and Severity 2 incidents rooted on the OCP platform.
- OCP access provisioning and organization management.
- Coordination of access to billable services and deployment tools within OCP.
- Facilitation of contact with Omilia Account Management and Professional Services.
- Communication of new feature requests to the Omilia Product team.

Excluded from the Scope of Support

- Break/Fix of customer application related issues.
- Application-targeted, custom model tuning, including ASR, NLU, TTS, Voice Biometrics, or Gen-AI model tuning.
- Deployment support.
- Custom analytics dashboards and ad hoc data exports.
- Delivery of application performance reports and custom analytics insights.
- Application Change Requests.
- Project delivery and consultancy.

Customers needing assistance beyond this standard scope should contact their sales executive to explore Premium Support packages.

How to Work with Support

Standard scope of support includes access to:

- OCP documentation and product guides: learn.ocp.ai
- Academy e-learning platform: academy.ocp.ai
- Omilia Service Desk: omilia.support.ocp.ai

To contact Support, access the Omilia Help Center Portal and create a ticket through the Omilia Service Desk.

Severity 1 and Severity 2 Phone Contacts

Region	Contact Number
US	+1 617 749-2907, +1 540 380-8008, +1 838 383-7270
Greece	+30 211 1982998
Cyprus	+357 22 232147
UK	+44 1144782623

Support is provided 24×7 in English. Standard cases are handled during Business Days (Monday–Friday) during extended EU and US business hours.

Support Request Types

- Production Incidents — incidents that significantly impact live customer sessions.
- Access Management — requests for access to OCP development tools and additional configurations.
- Configuration Issues & Generic Tech Support — general technical support, including configuration questions.
- Other Requests — licensing and billing questions, new product feature suggestions, requests for professional services, go-live notifications, and other questions.