

SIP Caller

Service Level Agreement (SLA)

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1. Document Overview

SIP Caller is a cloud-based platform for running outbound calling campaigns. SIP Caller is not a PBX or SIP trunk / carrier provider: customers connect their own PBX and their own SIP trunk (carrier) service, and the SIP Caller platform integrates with that PBX as a remote extension in order to place outbound calls through it.

This document describes SIP Caller's commitments regarding (a) platform availability and (b) support ticket handling, and clarifies the division of responsibility between the SIP Caller platform and the customer's own telephony infrastructure (PBX, SIP trunk/carrier, and network).

This SLA applies to all customers using the SIP Caller platform for outbound calling campaigns.

2. Definitions

- **Business Hours:** Monday to Friday, 8:00–21:00 (Argentina Time, UTC-3), excluding Recognized Holidays.
- **Recognized Holidays:** January 1st (New Year's Day), May 1st (International Workers' Day), December 25th (Christmas Day) — observed as shared holidays across the majority of countries our customers operate in.
- **Ticket:** A support request submitted by a customer through the support portal and assigned a unique reference number.
- **Severity Level:** The classification assigned to a ticket reflecting its business impact, as defined in Section 6.
- **Downtime:** Any period during which the SIP Caller platform itself is unavailable to place or manage outbound calling campaigns, as measured by SIP Caller's internal monitoring systems. Downtime excludes any unavailability caused by the customer's own PBX, SIP trunk/carrier, local network, or internet connectivity.
- **Scheduled Maintenance:** Planned maintenance performed by SIP Caller outside of the customer's normal operating hours, communicated in advance per Section 8.
- **Force Majeure:** Events outside SIP Caller's reasonable control, including natural disasters, internet backbone failures, acts of government, or widespread carrier outages.

3. Service Scope

Covered by this SLA

- The SIP Caller cloud platform, including campaign management, the dialing engine, and reporting.
- SIP Caller's connectivity to the customer's PBX, where the platform operates as a remote extension.

Not covered by this SLA (customer-owned infrastructure)

- The customer's own PBX system.
- The customer's SIP trunk / carrier service.
- The customer's local network or internet connection.

Because outbound calls are placed through the customer's own PBX and SIP trunk, call delivery ultimately depends on the health of that infrastructure. Availability or performance issues originating in the customer's PBX, SIP trunk/carrier, or network are outside SIP Caller's control and are excluded from the availability commitment in Section 4.

4. Service Availability Commitment

- **Target:** SIP Caller commits to 99.9% platform availability, measured monthly, excluding Scheduled Maintenance and the Excluded Events in Section 9.
- A 99.9% target allows for up to approximately 43.8 minutes of unscheduled downtime per month (≈ 8.76 hours per year).
- **Actual track record:** Over the trailing 12 months, the SIP Caller platform experienced less than 1 hour of total unscheduled downtime (excluding scheduled maintenance), corresponding to measured availability of over 99.98% — well above the committed target.
- **Measurement method:** Availability is calculated as $(\text{Total Minutes in Period} - \text{Downtime Minutes}) / \text{Total Minutes in Period} \times 100$, based on SIP Caller's internal monitoring systems.

5. Support Channels and Hours

- **Channels:** [Support portal: <https://support.sipcaller.com/>] · [Email: support@sipcaller.com]
- **Coverage:** Business Hours as defined in Section 2 (Monday–Friday, 8:00–21:00 Argentina Time), excluding Recognized Holidays (January 1st, May 1st, December 25th).
- Tickets received outside Business Hours are queued, and the response clock begins at the start of the next Business Hours period — except for Critical severity tickets, which are monitored on a 24/7 basis as described in Section 6.

6. Ticket Severity Levels and Response / Resolution Targets

Severity	Example	First Response	Target Resolution
Critical	Full platform outage — no outbound calls can be placed	1 hour (24/7)	4 hours
High	Major feature degraded, no workaround available	4 business hours	1 business day
Medium	Partial impact, workaround available	8 business hours	2 business days
Low	General question or minor, non-blocking issue	24 business hours	48 business hours

- **First Response:** time from ticket creation to acknowledgment by a support agent.

- **Target Resolution:** time from ticket creation to the issue being resolved or a workaround being provided.
- Critical tickets are monitored on a 24/7 basis. All other severities are handled within Business Hours.

7. Escalation Procedure

If a ticket is not resolved within its Target Resolution time, it is automatically escalated to Team Lead.

Critical tickets remaining unresolved after 2 hours are escalated to Team Lead.

8. Scheduled Maintenance Policy

- SIP Caller performs scheduled maintenance outside of the customer's normal operating hours whenever possible.
- Customers are notified at least 3 business days in advance via email.
- Scheduled maintenance windows are excluded from the availability calculation in Section 4.

9. Exclusions and Limitations

The following are excluded from SIP Caller's availability and response commitments:

- Force Majeure events.
- Outages or degradation caused by the customer's PBX, SIP trunk/carrier, local network, or internet connectivity.
- Issues arising from third-party services not provided by SIP Caller.
- Use of the platform in a manner inconsistent with SIP Caller's documentation.
- Beta or preview features explicitly marked as such.

10. Monitoring and Reporting

SIP Caller does not currently maintain a public status page. Customers are notified of incidents and scheduled maintenance via email. Historical availability figures, such as the trailing 12-month track record referenced in Section 4, can be provided to customers upon request.

11. Roles and Responsibilities

SIP Caller is responsible for	Customer is responsible for
● Platform availability per Section 4 ● Ticket response and resolution per Section 6 ● Advance notice of scheduled maintenance ● Notifying customers of incidents affecting the platform	● Maintaining their own PBX and SIP trunk/carrier in good working order ● Ensuring adequate local network and internet connectivity ● Providing timely access and information needed to diagnose reported issues ● Keeping support contact information up to date

12. Review and Amendment

This SLA is periodically reviewed and may be updated by SIP Caller. Customers will be notified of material changes via email at least 5 days before such changes take effect.

13. Contact Information

- **General Support:** <https://support.sipcaller.com/>
- **Critical / Emergency (24/7):** support@sipcaller.com
- **Document Owner:** Ernesto Dos Santos Afonso