

# Surface3D Service Level Agreement (SLA)

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## 1. Overview

This Service Level Agreement ("SLA") defines the performance commitments, support standards, and remedies that Surface3D (a product of Tetrahedron LLC) provides to customers of the Surface3D platform ("Service"). This SLA is incorporated into and governed by the applicable subscription agreement or terms of service between Surface3D and the customer.

Surface3D is a founder-operated product. All support and engineering is handled directly by the founding engineer. We believe in honest commitments over over-promised SLAs.

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## 2. Definitions

- **Uptime:** The percentage of time in a given calendar month during which the Service is available and operational, excluding Scheduled Maintenance and Excluded Downtime.
  - **Downtime:** Any period during which the Service is unavailable or materially degraded and is not attributable to Excluded Downtime.
  - **Scheduled Maintenance:** Planned maintenance windows communicated to customers at least 24 hours in advance. Scheduled Maintenance does not count against uptime calculations.
  - **Excluded Downtime:** Downtime caused by: (a) third-party AI provider outages (Google Gemini, OpenAI, Replicate, etc.); (b) customer-caused issues including misconfiguration or actions of customer's users; (c) force majeure events; (d) DNS or internet infrastructure failures outside Surface3D's control; (e) beta or preview features explicitly labeled as such.
  - **Response Time:** The time between a customer submitting a support request and Surface3D acknowledging receipt.
  - **Business Hours:** Monday–Friday, 9:00 AM–6:00 PM Pacific Time, excluding US public holidays.
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## 3. Uptime Commitment

### 3.1 Standard Uptime Target

Surface3D targets **99.9% monthly uptime** for the core platform, including:

- Web application and user interface
- API endpoints for design creation and management
- Authentication and access control
- File storage access (upload and retrieval)
- Design export and print preparation

### 3.2 Uptime Measurement

Uptime is measured monthly as:

$$> \text{Uptime \%} = ((\text{Total Minutes in Month} - \text{Downtime Minutes}) / \text{Total Minutes in Month}) \times 100$$

Customers may report suspected downtime to [support@surface3d.ai](mailto:support@surface3d.ai).

### 3.3 Uptime by Component

Component	Uptime Target	Notes
Web Application	99.9%	Core platform availability
API Endpoints	99.9%	Authentication and data APIs
File Storage	99.9%	Upload and retrieval
AI Generation Features	99.0%	Dependent on third-party AI providers; provider outages are Excluded Downtime
Email Notifications	99.0%	Dependent on third-party email provider

### 3.4 Infrastructure Basis

Surface3D's uptime target is backed by enterprise-grade managed infrastructure:

- **Vercel**: Global CDN with 99.99% infrastructure uptime SLA and instant rollback capability
- **Supabase**: Managed PostgreSQL with automated failover and high availability

- **Google Cloud (Firebase):** 99.95%–99.999% availability for Authentication and Storage
- **Multi-provider AI failover:** Automatic routing to backup AI providers if the primary is unavailable

## 4. Support Response Times

### 4.1 Severity Levels

Severity	Definition	Examples
Critical	Platform is completely unavailable or data is inaccessible	Full outage, authentication failure, data loss
High	A major feature is unavailable or significantly degraded	AI generation down, export broken, billing failure
Normal	A feature is impaired; a workaround exists	Design loading slow, single-panel error, UI bug
Low	General questions, feature requests, minor issues	How-to questions, enhancement requests

### 4.2 Response Targets

We target a response within **1 business day** for all issues and will always acknowledge receipt within **24 hours**.

Severity	Target Response	Coverage
Critical	Same business day	Best effort, 7 days
High	1 business day	Business Hours
Normal	2 business days	Business Hours
Low	Best effort	Business Hours

### 4.3 How to Submit a Support Request

Channel	Address
Email	support@surface3d.ai

For urgent issues, include "CRITICAL" in the subject line to flag for priority handling.

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## 5. Remediation

Surface3D does not offer automatic financial penalties for SLA breaches. In the event of significant or prolonged downtime, we will work directly with affected customers on appropriate remediation, which may include service credits at our discretion.

Customers with specific uptime or penalty requirements are encouraged to contact us at [support@surface3d.ai](mailto:support@surface3d.ai) to discuss custom arrangements.

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## 6. Enterprise SLA Options

Customers with more demanding requirements may contact us to discuss custom arrangements, including:

Term	Standard	Enterprise Options
Uptime target	99.9% target	Up to 99.95%
Response time	Same-day target, 24-hour acknowledgment	Negotiable
Remediation	Discretionary credits	Defined credit schedule
Dedicated contact	No	Named founder contact
Maintenance notice	24 hours	72 hours

To discuss enterprise SLA terms, contact [support@surface3d.ai](mailto:support@surface3d.ai).

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## 7. Scheduled Maintenance

- Surface3D will provide at least **24 hours advance notice** for planned maintenance that may affect availability.
- Scheduled Maintenance is targeted during low-traffic periods (weeknights and weekends, Pacific Time).

- Emergency maintenance required to address critical security issues may be performed without advance notice; Surface3D will notify customers as soon as practicable.
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## 8. Incident Communication

Event	Channel	Timing
Significant outage	Email to account admins	Within 24 hours of detection
Outage resolved	Email to account admins	Upon resolution
Post-incident summary	Email to account admins	Within 5 business days
Scheduled maintenance	Email to account admins	At least 24 hours prior

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## 9. Exclusions

This SLA does not apply to:

- Free trial or sandbox accounts
  - Beta or preview features
  - Outages caused by third-party AI providers (Google Gemini, OpenAI, Replicate, Recraft)
  - Customer-caused disruptions including API misuse or accidental data deletion
  - Force majeure events (natural disasters, war, pandemic, widespread internet disruption)
  - Failures resulting from customer's own infrastructure or third-party integrations not managed by Surface3D
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## 10. SLA Review and Updates

This SLA is reviewed annually. Material changes will be communicated to customers at least 30 days before taking effect.

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# 11. Contact

## Surface3D Support

Email: [support@surface3d.ai](mailto:support@surface3d.ai)

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*This document is maintained by Surface3D Engineering & Operations and is subject to periodic review and updates.*