Cosmic Apps Ltd – 2nd Floor, Nucleus House, 2 Lower Mortlake Road, Richmond. TW9 2JA

The Cosmic SMS Service Level Agreement

Introduction

Cosmic SMS provides global text messaging services for businesses, leveraging advanced web-based and API solutions. This SLA defines the service commitments, performance standards, and support arrangements offered by Cosmic SMS, ensuring alignment with ISO 27001 principles.

Scope of Service

The SLA applies to:

- SMS transmission services through Cosmic SMS's API and web portal.

- Support services provided as part of the standard package.

- Data security and availability measures for customer operations.

Service Availability and Performance

1. Uptime Commitments

Cosmic SMS commits to the following availability:

- **Web Portal Availability:** 99.9%

- **API Service Availability:** 99.9%

2. Throughput and Delivery Metrics

- **Minimum Message Throughput:** 80 messages per second.

- **Average Message Delivery Time:** 5 seconds.

- **Inbound SMS Processing Time:** 5 seconds.

3. Exclusions

Delivery failures or delays caused by third-party factors, including:

- Mobile network failures.

- Non-existent or unregistered recipient mobile numbers.

- Recipient device issues (e.g., memory full, switched off).

CosmicSMS

Support Services

1. Standard Support

Support is available during business hours:

- **Hours:** Monday–Friday, 9:00 AM–5:00 PM (excluding public holidays).

- **Channels:**

    o   Telephone: 020 7183 9065

    o   Email: support@cosmicsms.com

- **Response Time:** Within 24 hours.

- **Progress Updates:** Every 8 hours until resolution.

Security Commitments

1. Data Protection

Cosmic SMS implements data protection measures compliant with ISO 27001, including:

- Encryption of data in transit and at rest.

- Regular security audits and vulnerability assessments.

- Secure authentication for access to services.

2. Business Continuity

The infrastructure is built on AWS with high redundancy. Scheduled maintenance does not impact service availability. Backup and recovery measures ensure minimal downtime during incidents.

Compliance with ISO 27001

This SLA incorporates controls aligned with ISO 27001:

- **Access Control:** Restricting system access to authorized personnel only.

- **Incident Management:** Procedures for timely detection, reporting, and resolution of incidents.

- **System Redundancy:** Ensuring continuous availability during failures or maintenance.

- **Customer Communication:** Keeping clients informed about major incidents or planned downtime.

Terms and Conditions

This SLA operates in conjunction with the Cosmic SMS Terms of Service. Changes to the SLA will be communicated with a minimum notice of 30 days.

For further details, please refer to our Terms and Conditions: Cosmic SMS Terms and Conditions.

Feedback and Continuous Improvement

Customer feedback is integral to our service development. We welcome suggestions to improve this SLA and our services.

For feedback or inquiries, please contact: info@cosmicsms.com