

SCHEDULE B — SERVICE LEVEL AGREEMENT (SLA)

⚠️ DRAFT — review by counsel & ops. Not legal advice. Targets in [brackets] are starting points for the pilot; tune with real data. This Schedule forms part of the MOA.

1. Scope

Service Levels for the Nakakalocal Marketplace operated by **bXTRA (PASUYO by bXTRA)** for **Philstar**, covering platform availability, order fulfilment, delivery, support, settlement, and reporting. Measured monthly (Asia/Manila time) and reported per Section 8.

2. Platform availability

METRIC	TARGET
Marketplace + consoles uptime (excl. planned maintenance)	[99.5]% / month
Planned maintenance	Off-peak, [≥24h] notice, [≤4h]/window
Worker/API availability for orders	[99.5]%

3. Order routing & dispatch (the operational loop)

METRIC	TARGET
Order received → routed to Seller console	[≤1 min]
Order ready (all makers) → rider assigned	[≤10 min] (operating hours)
Rider pickup → at Seller	[≤30 min] of ready

4. Delivery (NCR last-mile / RaaS)

METRIC	TARGET
On-time delivery rate (within promised window)	[≥90]%
Average delivery time (pickup → customer)	[≤60 min] intra-zone
Successful first-attempt delivery	[≥95]%
Serviceable area	NCR cities listed in Schedule D

5. Settlement & payouts

METRIC	TARGET
Seller payout cycle	[weekly], within [3] business days of cycle close
Payout accuracy	[≥99.5]% (errors corrected next cycle)
Order/GMV reconciliation to Philstar	[monthly], within [5] business days

6. Support

CHANNEL / SEVERITY	FIRST RESPONSE	TARGET RESOLUTION
P1 — platform down / orders not flowing	[≤30 min]	[≤4 h]
P2 — degraded / a console or zone affected	[≤2 h]	[≤1 business day]

P3 — general / how-to / single order	[≤1 business day]	[≤3 business days]
Support hours	[business hours / extended ops-hours], days/week []	

7. Service credits (remedy for misses)

If a committed Service Level is missed in a calendar month, Philstar receives a **credit against the next Platform Subscription invoice**:

SHORTFALL	CREDIT
Uptime [99.0–<99.5]% or on-time [85–<90]%	[5]% of monthly subscription
Uptime [97.0–<99.0]% or on-time [75–<85]%	[10]%
Uptime [<97.0]% or on-time [<75]%	[20]%

- Credits are the **[sole/primary]** financial remedy for SLA misses (without limiting termination for chronic breach: **[3]** consecutive months below target → Philstar may terminate per MOA §14).
- **Excused downtime**: planned maintenance, force majeure, Philstar/Seller-caused issues, third-party network/payment outages, surge beyond agreed capacity.

8. Reporting & reviews

- **Monthly SLA report**: uptime, on-time %, orders, GMV, support metrics, credits (if any).
- **Quarterly business review**: performance, roadmap, capacity, pricing review.
- Live operational visibility via the **HQ Ops console**.

9. Capacity & change

Targets assume up to **[N orders/day]** and **[N riders]**. Beyond that, the Parties agree capacity expansion (and any RaaS adjustment) under **Schedule A**.