



Service Level Agreement (SLA)

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Velocity Made Good Ltd.

SERVICE LEVEL AGREEMENT (SLA)

Synchronous Service Type (UI, API, SDK)

Key	Value
Service Type	Synchronous
Response Time	400-800ms (99% of request)
Interface	HTTPS, UI, API, SDK
Up-Time	99.9%
Concurrent Connections	10
Throughput	Up to 20 requests per second
MSISDNs per Request	1

Asynchronous Service Type (UI, API, SDK)

Key	Value
Service Type	Asynchronous
Response Time	400-800ms (99% of request)
Interface	HTTPS, UI, API, SDK
Up-Time	99.9%
Concurrent Connections	1
Throughput	Up to 80 results per second
MSISDNs per Request	1,000