

# J O N O M O R L L C

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## The Architect's Guarantee

AI Visibility Framework™ Licensing Program

S E R V I C E L E V E L A G R E E M E N T

V E R S I O N

Version 1.1

E F F E C T I V E

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P U B L I S H E D A T

[jonomor.com/sla](https://jonomor.com/sla)

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JONOMOR LLC · 2037 Ford Street, Brooklyn NY 11229 · [jonomor.com](https://jonomor.com)

# The Architect's Guarantee

## Service Level Agreement — AI Visibility Framework Licensing Program

JONOMOR LLC commits to the operational standards below for licensees of the AI Visibility Framework™ Licensing Program. The system is the support. This document defines what licensees can expect, what is excluded, and what remedies apply when commitments are not met.

This SLA is published at [jonomor.com/sla](https://jonomor.com/sla) and is incorporated by reference into every license agreement.

### 01 · Uptime

Commitment	99.5% monthly uptime for the H.U.N.I.E. REST API.
Measurement	Calendar month, measured by Jonomor's monitoring infrastructure.
Excludes	Force majeure; NVIDIA infrastructure events; scheduled maintenance with notice; emergency security maintenance; licensee-caused issues; rate-limit excesses; third-party platforms.

### 02 · Response Time

Tier	Acknowledgment Window	Channel
Internal Use	5 business days	Email only
Agency	3 business days	Email only
Certification	2 business days	Email only

Acknowledgment is confirmation of receipt; resolution times vary by issue complexity. No live phone or video support is included at any tier.

### 03 · Maintenance and Framework Updates

Update Type	Cadence	Scope
Framework Refinements	Quarterly	New checks, scoring weight adjustments, schema template improvements.
Major Framework Version	Annually	Methodology revisions reflecting major LLM shifts (GPT-5, Claude 5, Gemini 3, model

Update Type	Cadence	Scope
		successors).
Security & Breaking Changes	As needed	30 days advance notice when feasible.

Founders Club licensees receive all updates 30 days before standard licensees.

### 04 · Remedy for Uptime Commitment Miss

Monthly Uptime	Service Credit
99.5% – 99.0%	5% of monthly fee equivalent
99.0% – 95.0%	10% of monthly fee equivalent
Below 95.0%	25% of monthly fee equivalent

Maximum credit per month: 25%. Credits apply to the next renewal invoice; refunds are not issued. Licensee must request credits in writing to ali@jonomor.com within 30 days of the affected month.

### 05 · Service Credit Claim Process

To claim a service credit:

1. Within 30 days of the affected calendar month, send a written claim to ali@jonomor.com referencing the affected month, the observed uptime, and the relevant license serial.
2. Jonomor will verify the claim against monitoring records and acknowledge within the licensee’s acknowledgment window.
3. Verified credits are applied to the next renewal invoice. The aggregate credit in any month does not exceed 25% of the monthly fee equivalent. Service credits are the exclusive remedy for SLA misses; refunds are not issued.

### 06 · Maintenance Notice and Communication Channels

Routine scheduled maintenance is announced in advance via email to the technical contact identified at License Agreement execution and posted at hunie.ai. Standard advance notice is not less than seven (7) days for routine maintenance. Emergency security maintenance may proceed without prior notice and is communicated as soon as reasonably feasible.

All SLA-related communications, including incident reports and post-incident summaries for events affecting licensee service, are delivered by email. Live phone or video support is not included at any tier.

## ***The system is the support.***

### **Ali Morgan**

Founder & AI Visibility Architect · JONOMOR LLC

## N O T I C E S

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## C O N T A C T

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Service Level Agreement: [jonomor.com/sla](https://jonomor.com/sla)

Licensee Registry: [jonomor.com/licensees](https://jonomor.com/licensees)

Verification Endpoint: [jonomor.com/verify](https://jonomor.com/verify)

H.U.N.I.E.: [hunie.ai](https://hunie.ai)

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