Service Level Agreement

Last updated: 2026-09-28 · Version 2026-09-28

1. What this covers

This Service Level Agreement describes what your Organization can expect from Vantic on availability, support, and planned maintenance. It supplements, and does not replace, our Subscription Agreement.

2. Availability — read this section honestly, not as marketing

Vantic does not currently offer a contractual uptime percentage guarantee, on any tier. This isn't an oversight: Vantic is built on Supabase's infrastructure, and Supabase's own published terms only include a formal uptime SLA on its Enterprise plan — the plan tier Vantic runs on today does not carry one from our own infrastructure provider, so it would be dishonest for Vantic to promise its customers an uptime commitment stronger than what our own provider commits to us.

What we do commit to in practice: we monitor the platform, we treat downtime as a priority-one issue the moment we're aware of it, and we will communicate with affected Organizations during any significant outage. As Vantic's infrastructure and real uptime track record mature — and as this becomes commercially justified — we expect to move to a hosting tier that carries a real SLA from Supabase, and to pass a formal uptime commitment on to Organizations at that point. This section will be updated when that happens, not before.

3. Support

Vantic is currently a single-founder company — support commitments are set at a level that can realistically be honored, not a number that sounds better on a pricing page.

Tier	Support channel	Target first response
Accel	Email (hello@vantic.co.za)	2 business days

Velocity	Email, priority queue	1 business day
Apex	Email, priority queue, named contact	1 business day, same-day for a platform outage

These are targets, not a penalty-bearing guarantee — see section 6 (remedies) for why.

4. Planned maintenance

Where Vantic needs to perform maintenance that could affect availability, we will give at least 48 hours' notice by email to Organization admins, except for an emergency security fix, which may be applied immediately with notice given as soon as reasonably possible afterward.

5. Incident communication

If Vantic experiences a significant outage or a security compromise affecting your Organization's data, we will notify affected Organizations without delay — the same commitment made in our Privacy Policy, section 9, and our Data Processing Addendum, section 4.

6. Remedies

Vantic does not currently offer service credits or refunds tied to downtime — that kind of remedy only makes sense alongside a real, contractual uptime percentage to measure against, which section 2 explains we don't yet have from our own infrastructure provider. Introducing service credits without a real uptime commitment behind them would be a promise with no way to honor it. This will be revisited together with section 2.

7. Exclusions

This Agreement does not cover unavailability caused by: a Supabase or other sub-processor outage outside Vantic's control (though we will still communicate per section 5); your Organization's own internet connectivity or hardware; a force majeure event; or a scheduled maintenance window disclosed per section 4.

8. Review

We expect to revisit this Agreement — particularly sections 2 and 6 — as Vantic's infrastructure, customer base, and real uptime history grow. Material changes will be communicated to Organization admins before taking effect, per our Terms of Service, section 9.