

Service Level Agreement

Jabuntu e-Invoicing
NRS MBS System Integrator

Laflor Logic Limited — Version 1.0, 2026-10-12

1. Purpose and parties

This Service Level Agreement (SLA) sets out the service levels under which Laflor Logic Limited ("the Provider"), operating the Jabuntu e-invoicing platform as an NRS System Integrator, delivers e-invoicing services to taxpayer organisations ("the Customer"). It covers availability, performance, support, security and data handling for invoice preparation, validation, and the issuance of the IRN and QR code through the NRS MBS. It does not cover the availability of the NRS MBS itself or third-party networks outside the Provider's control.

2. Service availability

Service tier	Monthly target	Max scheduled maintenance
Production e-invoicing	99.5%	4 h/month, off-peak, 48h notice
Sandbox / testing	99.0%	As required, with notice

Availability excludes scheduled maintenance ("e48h notice, outside Nigerian business hours) and excluded events.

3. Performance (95th percentile)

Operation	Target
Local validation & MBS payload preparation	"d 2 s
Submission for NRS validation (excl. NRS time)	"d 3 s
Status / QR retrieval	"d 2 s

4. Support and incident response

Support: Nigerian business hours (Mon–Fri 08:00–18:00 WAT), with an emergency channel for S1 outside hours.

Severity	Response	Target resolution
S1 Critical — service unavailable	30 min	4 hours
S2 Major — significant degradation	2 business h	1 business day
S3 Minor — limited impact	1 business day	5 business days
S4 Query / request	2 business days	As scheduled

5. Data protection and security

- TLS 1.2/1.3 in transit; AES-256 at rest.
- Taxpayer signing keys in a managed key store (AWS KMS / HSM); never exposed to the browser.
- Authentication with multi-factor (authenticator-app) one-time codes; least-privilege roles.
- Append-only, tamper-evident audit of all validation and signing outcomes.
- ISO 27001 certified; personal data handled per the Nigeria Data Protection Act (NDPA).
- Data residency follows NRS requirements.

6. Backup, continuity and retention

- Daily managed database backups with point-in-time recovery.

- Records and audit evidence retained per Nigerian tax law.
- On termination, data is exported to the Customer and securely deleted within an agreed window.

7. Reporting, review and exclusions

Availability and incident reports are provided monthly on request; this SLA is reviewed at least annually. Exclusions: NRS MBS outages/changes, third-party network/cloud outages, notified maintenance, and issues caused by the Customer's systems or misuse.

8. Acceptance

Provider: Laflor Logic Limited — Signature: _____ Date: _____

Customer: _____ — Signature: _____ Date: _____