

Remote Pro Ai

Schedule 3 · Remote Pro Ai Guarantee and Service Levels

Trial, shortlist, start, replacement, availability, response times and credits, with the contract text.

Version 2026.10 · last legal review: pending counsel

Published October 2026 · Source: the published text at remote-pro.ai/en/guarantee · SHA-256 of the source text 490fd4453d5e241a

Contents

1. In short

2. Clauses 3.1–3.13

3. Table 3-A · Service Credits
4. Table 3-B · How fast a person responds

5. Caps and exclusions in the engineering SLA guarantee

This is the current standard text of Schedule 3 to the Remote Pro Ai Master Services Agreement, version 2026.10, effective 1 October 2026. If your signed agreement differs, your signed version prevails. In Saudi Arabia and Egypt the Arabic text prevails.

In short

The Remote Pro Ai Guarantee is the engineering SLA guarantee written into every MSA we sign. It covers a no-bill trial of 5 or 10 working days, a 48-hour shortlist and a 4-working-day start for every seat. It adds 1 free day per late day, replacement for any reason, at least 95% seat availability and response from 1 hour.

What you read here is what you sign. The clause text is published below, numbered, exactly as in Schedule 3 of the MSA.

Clauses 3.1–3.13

3.1 Definitions.

- (a) "Working Day" means a working day in the Client's billing country (Sunday to Thursday in Saudi Arabia; Monday to Friday in the UAE, the EU, the UK and the US), unless the Order Form states another calendar, excluding public holidays.
- (b) "Order Effective Date" means the later of execution of the Order Form and receipt of the deposit or a valid purchase order, or such later start date as the Client requests in writing.
- (c) "Bench Role" and "Off-Bench Role" mean the role designations shown for each Seat in the Order Form.
- (d) "Client Blocker" means a Client-owned onboarding task that remains incomplete more than 24 hours after its due date, following written notice from Remote Pro Ai.

3.2 Quality responsibility. Remote Pro Ai is responsible for the quality, experience and professional conduct of every Specialist and Team it provides, and warrants that each Specialist meets the Level and Role Profile stated in the Order Form.

3.3 No-bill trial.

(a) The first Order placed by a Client includes a Trial Period of 5 Working Days (Self-serve and Reservation lanes) or 10 Working Days (Enterprise lane), starting on the first Working Day on which the Specialists perform services. The Client is identified by its commercial registration, licence or VAT number.

(b) The Client may terminate the Order during the Trial Period by notice through Client OS, in which case no fees are payable for the Trial Period and any deposit is refunded in full.

(c) Only one Trial Period applies per Client. Replacing a Specialist during the Trial Period does not restart it.

(d) If the Client continues after the Trial Period, the Trial Period is invoiced with the first invoice.

Any deposit refunded under (b) is returned to the original payment method within 10 Working Days.

3.4 Shortlist. In the Self-serve and Reservation lanes, Remote Pro Ai shall deliver a shortlist of vetted candidates for each requested Bench Role within 48 hours of completion of account verification and approval of the scope. For Off-Bench Roles, on-site roles and the Enterprise lane, Remote Pro Ai shall propose named candidates within 72 hours of a complete request or approval of the quotation. A late shortlist entitles the Client to the Service Credit set out in Table 3-A.

3.5 Start date. Each Role, whether a Bench Role, an Off-Bench Role or an on-site role, shall start within 4 Working Days of the Order Effective Date; for a Role that requires a security clearance granted by the Client, the 4 Working Days run from the date the Client grants that clearance.

3.6 Late-start credits. For each Working Day by which a Seat starts after the date in clause 3.5, the Client shall receive one Working Day of that Seat free of charge. Late-start credits are limited to 10 Working Days per Seat. Time during which a Client Blocker subsists is excluded.

3.7 Replacement. The Client may request the replacement of any Specialist for any reason through Client OS. The replacement Specialist shall start within 4 Working Days of the request, and the replacement, including knowledge transfer, shall be completed in under 14 days from the request. Handover overlap of up to 5 Working Days between the outgoing and the replacement Specialist shall not be billed.

3.8 Seat availability. Each Seat shall be staffed and performing services for not less than 95% of its contracted working hours in each calendar month, excluding public holidays and leave approved in advance by the Client.

3.9 Response times. Remote Pro Ai shall provide a first response from a named person within 1 hour for P1, 2 hours for P2 and 4 Working Hours for P3 requests, as defined in Table 3-B.

3.10 Service credits. Service Credits for failures under clauses 3.4, 3.8 and 3.9 are calculated under Table 3-A and applied automatically to the next invoice. Aggregate Service Credits in any calendar month shall not exceed the Credit Cap of 15% of the monthly fee stated in the Order Form. Late-start credits under clause 3.6 are subject only to the cap in that clause.

3.11 Exclusions. No credit accrues to the extent a failure is caused by a Client Blocker, a change requested by the Client after execution of the Order Form, a clearance or site-access process outside

Remote Pro Ai's control, or a Force Majeure Event.

3.12 Intellectual property. On payment of each invoice, all intellectual property rights in the Work Product to which that invoice relates are assigned to the Client. Remote Pro Ai Pre-existing Materials incorporated in the Work Product are licensed to the Client on a perpetual, royalty-free basis for use with the Work Product.

3.13 Nature of credits. Service Credits are a price adjustment reflecting the reduced value of the services and are without prejudice to the Client's rights under the termination provisions of the MSA.

Table 3-A · Service Credits

Clause	Service Credit (as published)
3.4 Shortlist	1 free working day on each affected seat for every working day the shortlist is late, up to 10 per seat.
3.8 Seat availability	Not stated in the published text — pending counsel
3.9 Response times	Not stated in the published text — pending counsel
3.10 Credit Cap	Service credits (shortlist, availability, response times and other levels): together capped at 15% of the monthly fee, as stated in your Order Form.
3.6 Late-start credits	Late-start credits are capped separately, at 10 working days per seat.

Table 3-B · How fast a person responds

Priority	Definition	First human response
P1 Critical	Production outage, security incident or a stopped squad	1 hour
P2 High	Delivery materially degraded, such as a missing engineer or blocked release	2 hours
P3 Standard	Questions, changes and administrative requests	4 working hours

Channels: Client OS support, WhatsApp, Slack or Teams. Response time is measured to the first reply from a named person with a plan of action, not an automated message.

Caps and exclusions in the engineering SLA guarantee

Caps

- Service credits (shortlist, availability, response times and other levels): together capped at 15% of the monthly fee, as stated in your Order Form.
- Late-start credits are capped separately, at 10 working days per seat.

Exclusions (no credit accrues when)

- A client-owned onboarding task is blocked for more than 24 hours, after written notice from us
- You request a later start date or change the role after signature
- Third-party clearance, visas or site access controlled by you or an authority cause the delay
- Systems or tools managed by you are unavailable
- Force majeure events defined in the MSA