

SERVICE LEVEL AGREEMENT (SLA)

Last Updated: 16 November 2025

AccuraText, LLC

This Service Level Agreement (“SLA”) outlines the performance standards, responsibilities, and expectations for captioning services provided by AccuraText, LLC to the customer (“Client”).

1. Services Covered

AccuraText provides:

- **Closed captioning** (subtitles that can be toggled on/off)
- **Open captioning** (captions permanently displayed in the video)
- Captioned videos derived from:
 - Phone call recordings
 - Audio recordings
 - Video recordings

2. Turnaround Times

Standard turnaround time unless otherwise agreed in writing:

Recording Length Standard Delivery

0–30 minutes 2–3 business days

31–60 minutes 3–4 business days

Over 60 minutes Quoted per project

Rush services may be available for an additional fee.

3. Accuracy Standards

AccuraText aims for **95–99% accuracy**, depending on:

- Audio clarity
- Speaker accents
- Background noise
- Overlapping voices
- Recording quality

Accuracy cannot be guaranteed in recordings with:

- Low volume
- High background noise
- Distortion
- Multiple speakers talking simultaneously

4. Client Responsibilities

The Client agrees to:

- Provide legally obtained recordings
- Ensure all speakers consent to recording (where required)
- Submit materials in standard audio/video formats
- Review captioned output for final approval
- Request corrections within 7 days of delivery

5. Revisions

One round of revisions is included when errors are caused by AccuraText. Additional revisions or changes (e.g., new wording, timing adjustments, extra formatting) may incur additional fees.

6. Service Availability

AccuraText strives for:

- Website uptime of **99%**
- Email or support response within **1 business day**
- Project status updates within **1 business day** when requested

7. Payment Terms

- All invoices are due as specified in the service agreement
- Late payments may delay delivery
- Refunds are not issued after captioning work has begun

8. Confidentiality

AccuraText maintains strict confidentiality for all recordings, content, and client materials. Files are not shared, sold, or used for any purpose other than fulfilling contracted work.

9. Limitation of Liability

AccuraText's total liability under this SLA is limited to the total amount paid by the Client for the specific project.

AccuraText is not responsible for:

- Loss resulting from captioning inaccuracies
- Delays caused by technical issues outside our control
- Legal consequences of recordings submitted without proper consent

10. Termination

Either party may terminate the service agreement with written notice. Outstanding fees for completed or in-progress work remain due.

11. Contact

AccuraText, LLC

Email: **contact@accuratext.com**

Address: **116 Jason Lane, Cumming, GA 30040**