

Service Level Agreement (SLA)

1. Agreement Overview

This Agreement represents a Service Level Agreement (SLA) between Eptera Ltd (Provider), located at 128B Ballards Lane, N3 2PA London, UK, and (Customer) for the provision of services required to support and maintain Eptera Hospitality Software Solutions cloud services. This agreement remains valid until replaced by a newly revised agreement mutually approved by the parties.

2. Goals and Objectives

This agreement aims to establish a mutual understanding between the Provider and the Customer for the delivery of Eptera SaaS services. The objectives of this agreement are:

- To define the scope of the service, roles, and responsibilities.
- To clearly and measurably define the service to be provided to the Customer.
- To match the expected service with the level of service to be provided.

3. Service Agreement

3.1 Service Scope

The Provider's responsibilities and/or requirements supporting this agreement include:

- Targeting a monthly platform availability of 99.5%, excluding scheduled maintenance and third-party outages.
- Providing standard support services (updates, backups, and improvements) during business hours or according to the support levels specified in the agreement.
- Maintaining commercially reasonable security measures.

3.2 Customer Responsibilities

The Customer's responsibilities include:

- Timely payment of the subscription fees stated in the relevant order form.
- Providing accurate setup and property data, and maintaining the security of user credentials.
- Ensuring the availability of relevant personnel and cooperating reasonably during support and issue resolution processes.

3.3 Provider Responsibilities

The Provider's responsibilities include:

- Delivering services in accordance with the targeted service levels (SLA).
- Notifying planned maintenance in advance as much as possible and scheduling them during hours that will least affect the system's operation.

4. Service Management

4.1 Service Availability

- **System Availability Rate:** Eptera targets a monthly platform availability of 99.5%.

4.2 Service Response and Resolution Times

When support service is requested, service is provided under the conditions and times specified below:

- **Critical:** Entire property cannot operate.
- **High:** Significant impairment of core functions.
- **Medium:** Partial issues are experienced or workarounds exist.
- **Low:** Advice, minor bug reports, or general requests.

Request Type	Example Scenario	Initial Response Target
Critical	Entire property cannot	1 hour

Request Type	Example Scenario	Initial Response Target
	operate	
High	Core function materially impaired	4 hours
Medium	Partial issue / Workaround exists	1 business day
Low	Advice / Minor issue / Request	2 business days

4.3 Service Credits

If the Provider fails to meet the monthly availability target, the remedy applied to the customer will be an extension of the subscription period or the provision of service credits for future invoices. The parties agree that ensuring service continuity is a more appropriate method than punitive sanctions.

Monthly Availability	Remedy
99.0% - 99.49%	3 extra service days
98.0% - 98.99%	7 extra service days
Below 98.0%	15 extra service days

These remedies fully satisfy the SLA claim for the relevant month.

4.4 Exceptions and Limitations

The following situations are excluded from availability targets and remedy calculations:

- Previously notified scheduled maintenance.
- Force majeure events (natural disasters, war, extraordinary cyberattacks, infrastructure outages, etc.).
- Internet infrastructure failures and outages caused by integrated third-party systems.
- Hardware or network issues on the customer side.
- Unlawful use or customer-induced security risks.

Signatures

Provider:

Company: Eptera Ltd

Authorized Signatory:

Date:

Customer:

Company Name:

Authorized Signatory:

Date: