

SERVICE LEVEL AGREEMENT

Version 1.0

This Service Level Agreement applies to production Services purchased under an Order Form.

1. Availability Commitment

Provider will maintain a 99.9% Monthly Uptime Percentage for the production Services.

Monthly Uptime Percentage = (Total Monthly Minutes - Unavailable Minutes) / Total Monthly Minutes x 100.

2. Excluded Downtime

Unavailable Minutes exclude downtime resulting from scheduled maintenance; emergency maintenance necessary to address material security risks; Customer systems or configurations; Customer internet connectivity; Customer's unauthorized modifications; Customer-requested suspension; authorized suspension under the MSA; Third-Party Service outages outside Provider's reasonable control; and force majeure events.

3. Scheduled Maintenance

Provider will use commercially reasonable efforts to perform planned maintenance outside peak operating periods and provide reasonable advance notice of material planned maintenance.

4. Service Credits

Monthly Uptime	Service Credit
95.0% or greater	None
Below 95.0%	5%

Credits are calculated against the monthly equivalent subscription fee for the affected Service. Customer must request credits within thirty days following the affected month. Service credits are Customer's exclusive monetary remedy for failure to satisfy the uptime commitment.

5. Support Priorities

Priority	Description	Target Initial Response
P1 Critical	Production Service unavailable or critical operations blocked	2 hours
P2 High	Material functionality impaired with no reasonable workaround	4 business hours
P3 Medium	Non-critical functionality impaired	1 business day

Priority	Description	Target Initial Response
P4 Low	General issue, inquiry, or cosmetic problem	2 business days

P1 support is available 24x7 for Enterprise customers.

6. P1 Incident Management

For P1 incidents, Provider will promptly initiate investigation, assign appropriate technical resources, work continuously or as commercially reasonable toward restoration, provide material status updates, implement remediation, and perform a post-incident review for significant incidents.

7. Disaster Recovery

Provider maintains documented backup, business-continuity, and disaster-recovery procedures. Recovery Point Objective (RPO): 24 hours. Recovery Time Objective (RTO): 8 hours. These objectives apply to covered production Services during a qualifying disaster-recovery event.

8. Backups

Provider will maintain periodic backups of applicable production Customer Data. Backups will be protected using security controls materially consistent with those protecting production Customer Data.

9. Monitoring

Provider will maintain appropriate monitoring for production Services, including availability monitoring, infrastructure monitoring, application monitoring, security logging, alerting, and incident escalation.

10. Security Incident Response

Security incidents involving Personal Data are governed by the DPA. Operational incidents are managed according to Provider's incident-response procedures.

11. Chronic SLA Failure

If Monthly Uptime falls below 95.0% during three separate months within any rolling six-month period, Customer may terminate the materially affected Service upon written notice and receive a prorated refund of prepaid unused subscription fees for that Service.

SIGNATURES

PROVIDER	CUSTOMER
epp Technologies, Inc	[Corporation Legal Name]
Signature: _____	Signature: _____
Name: _____	Name: _____

Title: _____	Title: _____
Date: _____	Date: _____