



SUPPORT AND SERVICE LEVEL ADDENDUM

This Support and Service Level Addendum (“**SLA**”) is part of the Agreement between Sedra and Customer. Capitalized terms not defined in this SLA have the meanings given in the Services Agreement.

1. SUPPORT SERVICES

1.1 Sedra Support Services. During the Subscription Term, Sedra shall provide Customer with technical support for the Services in accordance with this SLA (“**Support**”). Support includes commercially reasonable technical assistance to address reproducible errors, malfunctions, and material non-conformities of the Services with the Documentation reported by Customer. Support does not include:

1. development of custom code, integrations, or enhancements;
2. training services, implementation services, or workflow design;
3. support for third-party software, hardware, networks, or services not provided by Sedra;
4. issues caused by Customer’s misuse of the Services, failure to follow Documentation, unauthorized modifications, or use of the Services in a manner inconsistent with the Agreement; or
5. issues caused by Exclusion Events.

1.2 Customer Cooperation. Customer shall provide reasonable cooperation and information necessary for Sedra to diagnose and resolve a reported issue, including screenshots, logs, example data, and replication steps where available.

2. SUPPORT HOURS

Sedra will provide Support during Sedra’s standard support hours of Monday through Friday, 8:00 a.m. to 6:00 p.m. ET, excluding Sedra-observed holidays (“**Support Hours**”). Sedra will use commercially reasonable efforts to provide support for Severity 1 incidents outside Support Hours.

3. SUPPORT REQUESTS

Customer may submit Support requests through Sedra’s designated support portal or by email to **support@sedrasolutions.com**. A Support request shall be deemed received when logged in Sedra’s ticketing system.

4. SEVERITY LEVELS AND RESPONSE TARGETS

Severity	Definition	Initial Response Time	Update Frequency	Target Restoration Goal
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Severity 1 (Critical)	Production use of the Services is unavailable or materially unusable for all or a substantial portion of Customer's users, with no reasonable workaround.	1 hour	Every 2 hours	4 hours for workaround or restoration
Severity 2 (High)	Significant loss of functionality or severe performance degradation materially affecting Customer's business operations, but the Services remain partially available or a limited workaround exists.	4 business hours	Every business day	1 business day for workaround or restoration target
Severity 3 (Medium)	Non-critical issue causing limited functional impact; workaround available.	1 business day	Every 3 business days	As scheduled in backlog / future release
Severity 4 (Low)	General questions, cosmetic issues, documentation issues, enhancement requests, or minor defects with no material business impact.	2 business days	As reasonably appropriate	No committed restoration time

"Initial Response Time" means Sedra's first substantive response confirming receipt, severity assignment, and commencement of triage.

"Target Restoration Goal" means Sedra's target time to restore materially affected functionality or provide a commercially reasonable workaround. Restoration may be achieved through a workaround, failover, configuration change, patch, partial restoration, permanent fix, or other commercially reasonable mitigation. Target Restoration Goals are performance targets only and not guarantees; they do not constitute a commitment to full root-cause remediation or full disaster recovery within the same period.

For clarity, the Initial Response Times, Update Frequencies, and Target Restoration Goals are support targets only. Service credits, if any, apply only as expressly set out in Section 10 for failure to meet the Availability Commitment.

5. SEVERITY CLASSIFICATION

Severity shall be assigned by Sedra acting reasonably based on the business impact and technical nature of the issue. Sedra may reclassify a ticket if additional information indicates a different severity level is appropriate.

6. ESCALATION

For unresolved Severity 1 or Severity 2 incidents, Customer may request escalation through Sedra's support manager or designated customer success contact. Sedra shall maintain an internal escalation path for urgent incidents.

7. SERVICE AVAILABILITY COMMITMENT

Sedra will make the production Services available **99.9% of the time in each calendar month** ("**Availability Commitment**"), excluding Excluded Downtime. For purposes of this Addendum:

- **Available** means the Customer is able to access and use the material production functionality of the Services.
- **Unavailable Minutes** means the total number of minutes in a calendar month during which the production Services are not Available, as measured by Sedra's monitoring systems and confirmed by Sedra.
- **Excluded Downtime** means downtime resulting from:
 1. scheduled maintenance,
 2. emergency maintenance,
 3. Exclusion Events,
 4. Customer's equipment, systems, network connections, or Internet connectivity,
 5. beta features, evaluation environments, sandbox environments, or non-production environments.

8. SCHEDULED MAINTENANCE

Sedra may perform scheduled maintenance outside normal business hours. Sedra will provide at least forty-eight (48) hours' prior notice for scheduled maintenance expected to materially impact availability. Scheduled maintenance will not exceed four (4) hours per calendar month, except where additional maintenance is reasonably necessary for security, legal compliance, or urgent reliability reasons.

9. EMERGENCY MAINTENANCE

Sedra may perform emergency maintenance at any time where necessary to protect the security, integrity, or availability of the Services or other Customers. Sedra will provide notice as soon as reasonably practicable under the circumstances.

10. SERVICE CREDITS

If Sedra fails to meet the Availability Commitment in a given calendar month, Customer will be eligible to receive the following service credit as its sole and exclusive monetary remedy for such failure:

Monthly Availability	Service Credit
< 99.9% but ≥ 99.5%	5%
< 99.5% but ≥ 99.0%	10%
< 99.0%	15%

The service credit will be calculated as a percentage of the pro rata monthly value of the recurring subscription fees paid for the affected Services for the calendar month in which the Availability Commitment was not met. Customer must request any service credit in writing within **thirty (30) days** after the end of the applicable month. Service credits will be applied to future invoices. If no future invoice is due for the affected Services, Sedra will apply the credit to any renewal invoice for those

Services, or, if there is no renewal, issue the credit as a refund or as otherwise required by law.

11. CHRONIC FAILURE

If Sedra fails to meet the Availability Commitment for **three (3) months in any rolling six (6) month period**, Customer may terminate the affected Services for cause upon written notice and receive a prorated refund of any prepaid fees for the terminated portion of the remaining Subscription Term.

12. EXCLUSION EVENTS

Sedra will not be responsible for any failure to meet the service levels, and any related unavailability, downtime, or degradation will be excluded from service level calculations, to the extent caused by any of the following (each, an “**Exclusion Event**”):

1. Scheduled or emergency maintenance performed in accordance with this Addendum.
2. Any failure or interruption of systems, networks, equipment, software, telecommunications, Internet services, cloud infrastructure, AI services, or other infrastructure not controlled by Sedra, including Third-Party Services, APIs, models, or integrations not provided by Sedra as part of the Services.
3. Any act or omission of Customer or its users, employees, agents, contractors, or vendors, including misuse of the Services, use inconsistent with the Agreement or Documentation, unsupported configurations or environments, or failure to provide access, information, or cooperation reasonably required to investigate or resolve an issue.
4. Use of beta, trial, preview, sandbox, or other non-production features or environments.
5. Suspension or limitation of the Services as permitted under the Agreement.
6. Force majeure events or other circumstances beyond Sedra’s reasonable control, including widespread Internet outages, denial-of-service attacks, or other malicious third-party activity, except to the extent resulting from Sedra’s failure to maintain commercially reasonable administrative, physical, and technical safeguards for the Services.
7. Customer Data, Customer-directed configurations, or Customer’s use of the Services in excess of applicable usage limits or outside the documented scope of the Services.

For clarity, if an issue is caused only in part by an Exclusion Event, only the portion attributable to the Exclusion Event will be excluded from service level calculations.