

Service Level Agreement

For Plevenn Platform subscriptions under Master Subscription Agreement

This document is intended to be incorporated into, and read together with, the applicable master subscription agreement, subscription terms, and order forms.

Provider: PLEVENN TECHNOLOGIES PRIVATE LIMITED

This Service Level Agreement ("SLA") forms part of the applicable online subscription agreement between Provider and Customer (the "Agreement"). Capitalized terms not defined here have the meanings given in the Agreement.

This SLA is for a tiered Subscription plan model in which formal uptime commitments and service credits apply only to specified paid plans.

1. Overview and Applicability

1.1 Incorporation. This SLA applies only where the Agreement, applicable Product Terms, or checkout flow states that a paid plan is subject to this SLA.

1.2 Eligible Services. This SLA applies only to the production cloud Services and plan tiers identified in Appendix A as eligible for a formal Service Level Commitment.

1.3 Excluded Offerings. Unless Provider expressly states otherwise in an Order, free plans, trial accounts, beta features, preview services, sandbox or non-production environments, and Third-Party Services are excluded from this SLA.

2. Service Level Commitment

2.1 Commitment. During each calendar month of an active paid Subscription Term, Provider will use commercially reasonable efforts to make each eligible production Service available with at least the applicable Monthly Uptime Percentage set out in Appendix A.

2.2 Measurement Period. Monthly Uptime Percentage is measured separately for each eligible Service over the relevant calendar month in Coordinated Universal Time (UTC), unless Product Terms expressly state a different measurement basis.

2.3 Measurement Formula. Monthly Uptime Percentage = $((\text{Total Minutes in the calendar month} - \text{Downtime Minutes}) / \text{Total Minutes in the calendar month}) \times 100$.

2.4 Covered Experience. Unless Product Terms state otherwise, this SLA covers Customer's ability to access and use the primary hosted production application for the applicable Service using Provider-supported interfaces. It does not cover custom code, unsupported browsers, non-production tools, or Third-Party Services.

3. Exclusions

3.1 Excluded Downtime. Downtime or degradation does not count toward a Service Level failure to the extent caused by any of the following:

- scheduled maintenance announced in advance through the status page, administration console, or other operational notice channel; Whenever possible, we will schedule maintenance (including reasonable emergency maintenance) during periods of low traffic to minimize disruption.

- reasonable emergency maintenance undertaken to protect the security, integrity, or stability of the Services.
- Force Majeure Events or failures of the public internet, backbone providers, DNS providers, cloud infrastructure providers, or other third-party networks outside Provider's reasonable control;
- Customer systems, devices, network connectivity, misconfiguration, custom code, unsupported integrations, or misuse of the Services;
- Customer Data, Customer Materials, or Customer actions that materially contribute to the incident;
- Third-Party Services, external identity providers, external model providers, app marketplaces, plug-ins, connectors, or APIs not controlled by Provider;
- suspension or limitation expressly permitted under the Agreement, including for security risk, non-payment, or material breach.

4. Service Credits

4.1 Eligibility. To be eligible for a Service Credit, Customer must submit a support ticket or written claim within fifteen (15) days after the end of the calendar month in which the alleged failure occurred, reasonably describe the incident, identify the affected Service and tenant or account, and provide any relevant supporting details requested by Provider.

4.2 Account Status. Service Credits are available only for Services that were fully provisioned and fully paid for during the affected month. Customer is not eligible for a Service Credit if Customer is in material breach of the Agreement or has overdue undisputed payment obligations for the affected Service.

4.3 Calculation and Issuance. If Provider confirms that the applicable Service Level Commitment was not met, Provider will apply the Service Credit set out in Appendix B to a future invoice or renewal charge for the affected Service. Service Credits have no cash value, are non-transferable, and may not be converted into refunds except where required by mandatory law.

4.4 Aggregate Cap. The total Service Credits issued for an affected Service for any single calendar month will not exceed fifty percent (50%) of the monthly fees attributable to that affected Service for that month.

4.5 Reseller Purchases. If Customer purchases through an authorized reseller, Provider may issue any approved Service Credit to the reseller, and the reseller will be responsible for passing through the corresponding commercial adjustment to Customer if applicable.

5. Exclusive Remedy

5.1 Exclusive Remedy. Service Credits under this SLA are Customer's sole and exclusive financial remedy, and Provider's sole and exclusive monetary liability, for Provider's failure to meet the Service Level Commitment.

6. Definitions

6.1 "Downtime Minute" means a minute during which the eligible Service is unavailable or materially unable to process Customer requests to the Covered Experience, as determined by Provider's monitoring and incident data, subject to this SLA.

6.2 "Monthly Uptime Percentage" means the percentage calculated under Section 2.3.

6.3 "Scheduled Maintenance" means routine maintenance announced by Provider in advance through an operational notice channel and performed during a published or commercially reasonable maintenance window.

6.4 "Service Credit" means a credit against future fees for an eligible Service, calculated under this SLA.

6.5 "Service Level Commitment" means the applicable Monthly Uptime Percentage commitment set out in Appendix A.

Appendix A - Eligible Plans and Service Level Commitments

Plan / Offering	Service Level Commitment	Credit Eligibility	Notes
Basic, Free, Trial, Beta, Sandbox	None	No	Provided on an as-is and as-available basis.
Standard	Commercially reasonable efforts only	No	Standard support may apply, but no formal uptime credit commitment applies.
Premium	99.9% Monthly Uptime Percentage	Yes	Applies to eligible production Services only.
Enterprise	99.95% Monthly Uptime Percentage	Yes	Applies to eligible production Services only and may be supplemented by account-specific terms in an Order Form.

Appendix B - Service Credit Schedule

Premium Plans

Monthly Uptime Percentage	Service Credit
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	50%

Enterprise Plans

Monthly Uptime Percentage	Service Credit
Less than 99.95% but greater than or equal to 99.9%	5%
Less than 99.9% but greater than or equal to 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	50%