

Peregrine Technologies

Service Level Agreement

July 29, 2025

1. Purpose and Relationship to Agreement

This Service Level Agreement (“SLA”) describes the service level commitments provided by Peregrine Technologies (“Peregrine”) to the End User regarding the availability, support, and maintenance of the Service. This SLA forms part of, and is governed by, the applicable Master Agreement between Peregrine and End User, which may consist of the End User License Agreement and Terms of Service (EULA/TOS) and/or the applicable Sales Agreement, Reseller Sales Order, or accepted Reseller Quote (collectively, the “Agreement”). All capitalized terms not defined in this SLA shall have the meanings set forth in the Agreement. In the event of a conflict between this SLA and the Agreement, the Agreement shall control except with respect to the specific terms of service availability, support, and remedies set forth herein.

2. Definitions

For purposes of this SLA, the following definitions apply:

Agreement means the applicable End User License Agreement and Terms of Service (EULA/TOS) and, if applicable, any order entered into between Peregrine and the End User governing the End User’s access to and use of the Service.

Availability means the percentage of time during a calendar month that the Service is operational and accessible, excluding Excluded Downtime.

Downtime means any period during which the Service is not materially available to End Users, excluding Excluded Downtime.

Excluded Downtime means any period of unavailability caused by Scheduled Maintenance, Emergency Maintenance, or by circumstances beyond Peregrine’s reasonable control, including but not limited to Force Majeure Events as defined in the Agreement.

Emergency Maintenance means maintenance performed outside of Scheduled Maintenance windows in response to urgent events, including security threats or critical system failures.

Incident means an event that impacts the availability, functionality, or performance of the Service.

Scheduled Maintenance means planned maintenance periods during which the Service may be unavailable, as described in the Scheduled Maintenance and Emergency Maintenance section of this SLA.

Service means the Peregrine platform and related software and services made available to the End User under the Agreement.

3. Scope of Services

This SLA applies solely to the production environment of the Service provided by Peregrine to the End User under the Agreement. It does not apply to beta features, pre-release functionality, custom development projects, or third-party integrations unless explicitly stated otherwise in the Agreement or an applicable statement of work. Beta features, pre-release functionality, custom development projects, and experimental features are provided "as is," without warranty of any kind, and are excluded from all service level commitments. Support and service level commitments are limited to the functionality and performance of the Service as made generally available by Peregrine.

4. Service Availability Commitment

Peregrine will use commercially reasonable efforts to ensure that the Service meets or exceeds an Availability level of 99.9% during each calendar month, excluding Excluded Downtime.

4.1. Measurement of Availability

Peregrine commits to achieving an Availability level of 99.9% during each calendar month, excluding Excluded Downtime, and will use commercially reasonable efforts to meet or exceed this standard.

Availability (%) = $\left(\frac{\text{Total Minutes} - \text{Downtime Minutes}}{\text{Total Minutes}}\right) \times 100$ where "Total Minutes" excludes minutes of Excluded Downtime.

Peregrine provides availability metrics at status.peregrine.io.

4.2. Excluded Downtime

Excluded Downtime includes, but is not limited to:

- Scheduled Maintenance (as defined in under the Scheduled Maintenance heading),
- Emergency Maintenance,
- Downtime caused by Force Majeure Events,
- Downtime resulting from the End User's misuse, improper configuration, or failure to comply with Peregrine's published documentation,
- Downtime caused by third-party services, networks, hardware, or software not controlled by Peregrine.

5. Support Services

Peregrine will provide End User with technical support for the Service as described below:

Support Hours: Standard support is available during Peregrine's normal business hours, defined as 6:30 a.m. to 6:30 p.m. Pacific time, Monday through Friday, excluding Peregrine-observed holidays.

Support Channels: End Users may initiate support requests via Peregrine's designated email support address or support ticketing system, as specified in the Agreement or provided separately by Peregrine.

24/7 Support for Critical Incidents: For Severity 1 (Critical) Incidents, Peregrine will provide support on a 24x7x365 basis, including outside of normal business hours.



Peregrine may update its support procedures and contact information from time to time upon reasonable notice to End Users.

6. Incident Classification and Response Times

Incidents reported by End Users will be classified based on severity, and Peregrine will use continuous best efforts (for Severity 1 Incidents) or commercially reasonable efforts (for Severity 2 and 3 Incidents) to meet the target response, workaround, and resolution timeframes set forth below. Such timeframes are goals and not guarantees, and Peregrine does not warrant that every Incident will be resolved within the applicable target timeframe. Target Workaround Times, Target Permanent Fix Times, and frequent Status Updates are committed primarily for Severity 1 (Critical) Incidents. For lower-severity Incidents, Peregrine will provide commercially reasonable support during standard business hours and update End Users as appropriate based on business impact.

Severity Level	Level of Effort	Initial Response	Work Around	Targeted Time to Permanent Fix (Goal)	Status Updates
1 (Critical)	Continuous best efforts, 24/7	Immediate, but in no event to exceed 30 minutes	8 hours	3 calendar days	Every 2 hours prior to work around and every calendar day until permanent correction
2 (Major)	Commercially reasonable efforts, 24/7	1 hour	24 hours	5 calendar days	Every 6 hours prior to work around and every calendar day until permanent correction
3 (Minor)	Commercially reasonable efforts, during normal business hours	1 business day	10 business days	20 business days	Every 2 business days prior to work around and every calendar day until permanent correction

Severity Level 1 (Critical) means complete system inoperability affecting more than 50% of Peregrine users.

Severity Level 2 (Major) means significant impairment of key features affecting more than 50% of Peregrine users.

Severity Level 3 (Minor) means minimal impact on performance or operations affecting more than 50% of Peregrine users.

Target Initial Response Time means the period between the receipt of the support request by Peregrine and the first response from Peregrine acknowledging receipt and beginning initial assessment. Target Workaround Time and Target Permanent Fix Time, where applicable, refer to Peregrine's commercially reasonable efforts to provide a temporary or permanent resolution. Status Update Frequency refers to the target interval for Peregrine to provide updates on incident progress.

7. Scheduled Maintenance and Emergency Maintenance

7.1. Scheduled Maintenance

Peregrine may perform Scheduled Maintenance to maintain, update, or enhance the Service. Peregrine will use commercially reasonable efforts to provide End Users with at least seventy-two (72) hours advance notice of any Scheduled Maintenance expected to result in downtime or significant service degradation. Scheduled Maintenance will, whenever reasonably practicable, be performed outside of standard business hours.

Scheduled Maintenance periods will be excluded from Availability calculations under this SLA.

7.2. Emergency Maintenance

In cases where urgent maintenance is necessary to address critical issues, including security vulnerabilities, system instability, or compliance requirements, Peregrine may perform Emergency Maintenance without advance notice. Peregrine will use commercially reasonable efforts to minimize the impact of Emergency Maintenance on End Users.

Emergency Maintenance periods will also be excluded from Availability calculations.

8. End User Responsibilities

End User acknowledges and agrees that Peregrine's ability to provide the Service in accordance with this SLA depends on End User's cooperation and adherence to the following responsibilities:

Access and Information: End User shall provide Peregrine with timely access to relevant personnel, systems, and information as reasonably necessary to diagnose and resolve Incidents.

Reasonable Assistance: End User shall cooperate with Peregrine's support team by providing requested data, logs, documentation, and other materials necessary for troubleshooting.

Designated Contacts: End User shall designate knowledgeable points of contact authorized to interact with Peregrine's support team on behalf of End User.

Supported Environment: End User shall ensure that all devices, networks, and third-party systems interacting with the Service meet Peregrine's published technical requirements and are maintained in good operating condition.

Compliance with Documentation: End User shall use the Service in accordance with Peregrine's published documentation and reasonable instructions.

Failure of End User to fulfill its responsibilities may impact Peregrine's ability to meet the commitments outlined in this SLA.

9. Exclusions

The commitments set forth in this SLA shall not apply to performance or availability issues arising from:

- Factors outside of Peregrine’s reasonable control, including but not limited to Force Majeure Events as defined in the Agreement;
- End User’s use of the Service in a manner inconsistent with Peregrine’s published documentation or reasonable instructions;
- End User’s failure to maintain a supported environment as described in the End User Responsibilities;
- Failures of End User’s internet connectivity, network, hardware, software, or other third-party services or technology not provided by Peregrine;
- Beta features, pre-release functionality, custom development, or experimental features;
- Scheduled Maintenance or Emergency Maintenance;
- End User-requested downtime or suspension of Service.

10. Remedies and Limitations

Peregrine will use commercially reasonable efforts to meet the service level commitments set forth in this SLA. In the event Peregrine fails to meet the Availability commitment or response targets specified herein, End User’s sole and exclusive remedy shall be for Peregrine to use commercially reasonable efforts to restore the Service to the applicable standards.

Peregrine does not guarantee uninterrupted or error-free operation of the Service. Service credits, refunds, or other remedies shall not apply unless expressly set forth in the Agreement or a separately executed Sales Agreement.

In no event shall Peregrine be liable for any damages, penalties, or remedies arising out of or relating to Service availability or support commitments beyond those expressly set forth in this SLA. For Severity 1 (Critical) Incidents, Peregrine’s commitment is to exercise continuous best efforts to achieve the targeted response, workaround, and resolution timeframes, but Peregrine does not warrant that such timeframes will always be achieved or that uninterrupted Service will be maintained.

11. General Terms

Incorporation into Agreement. This SLA is incorporated into and forms part of the Agreement. All terms and conditions of the Agreement apply to this SLA, including without limitation limitations of liability, disclaimers, and dispute resolution provisions.

Termination of SLA. This SLA shall terminate automatically upon the expiration or termination of the Agreement. No service levels or related obligations under this SLA shall survive the termination or expiration of the Agreement.

Modifications. Peregrine may modify the terms of this SLA from time to time to reflect changes in the Service, improvements in industry standards, or changes in operational practices. Any modifications will apply prospectively and will become effective upon reasonable notice to End Users or as otherwise specified in the Agreement.