

Promise.

Service Level Agreement

This Service Level Agreement ("SLA") describes the availability and recovery objectives associated with the services listed below. This SLA is provided solely for informational purposes and does not create any binding commitment or warranty unless expressly agreed in a separate contractual agreement.

1. Definitions

- **Service Availability:** The percentage of time during which the service is accessible and operational, except for the exclusions listed below.
- **Recovery Time Objective (RTO):** The targeted duration of time within which service is expected to be restored following an outage.
- **Recovery Point Objective (RPO):** The maximum acceptable period during which data might be lost due to a disruption.

2. Service Scope

This SLA applies to the following products:

Service Name	Availability	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)
Payment Plans	99.5%	4 hours	24 hours
Relief	99.5%	4 hours	24 hours
IV	99.5%	4 hours	24 hours

3. SLA Limitations

This SLA is provided for informational guidance only and does not represent a contractual guarantee unless incorporated into a formal service contract. These metrics are aspirational in nature and may be updated from time to time without notice. Actual performance may vary depending on customer configuration, service usage patterns, and other external dependencies.

4. Exclusions

The service levels described herein do not apply in the event of:

- Force majeure events (e.g., natural disasters, acts of war, or terrorism).
- Downtime or performance issues caused by factors outside of our control, including internet or third-party service failures.
- Customer-caused outages or disruptions, including those resulting from violations of service terms or misconfigurations.
- Scheduled maintenance periods, with advance notice provided where applicable.