

Service Level Agreement

2Trust.AI Platform Services

Version: 1.0 **Effective Date:** Jan 1, 2026

1. Purpose and Scope

This Service Level Agreement ("SLA") defines the service availability commitments, support obligations, and remedies that 2Trust.AI ("Provider") provides to customers ("Customer") who have executed a valid Order Form or Master Services Agreement ("MSA") with 2Trust.AI.

This SLA applies to all subscription tiers of the 2Trust.AI platform, including but not limited to the Core, Advanced, and Enterprise tiers, unless otherwise specified in a separately executed Order Form.

This SLA is incorporated by reference into the MSA. In the event of a conflict between this SLA and the MSA, the MSA controls.

2. Definitions

"Availability" means the percentage of time during a given calendar month that the Production Environment is accessible and operational, calculated as described in Section 4.

"Downtime" means any period, measured in minutes, during which the Production Environment is Unavailable and not excluded under Section 5.

"Emergency Maintenance" means unplanned maintenance required to address a critical security vulnerability, data integrity risk, or imminent system failure.

"Incident" means a confirmed disruption to service availability or functionality that affects the Customer's ability to use the platform.

"Monthly Uptime Percentage" means the result of the availability calculation defined in Section 4, expressed as a percentage.

"Production Environment" means the live, customer-facing instance of the 2Trust.AI platform accessed by Customer under a paid subscription.

"Scheduled Maintenance" means planned maintenance windows announced by 2Trust.AI in advance, as defined in Section 6.

"Service Credit" means a credit applied to Customer's account as a remedy for a verified SLA breach, as described in Section 7.

"Unavailable" means the Production Environment is not accessible or not functional for its intended purpose, excluding the circumstances defined in Section 5.

3. Service Availability Commitment

2Trust.AI commits to a **Monthly Uptime Percentage of 99.9%** for the Production Environment.

This equates to a maximum allowable Downtime of approximately **43.8 minutes per month**, or **8.76 hours per calendar year**.

Note for Enterprise Customers: Customers on the Enterprise tier with a separately executed Enterprise Agreement may negotiate a higher availability commitment. Absent such an agreement, this SLA governs.

4. Availability Calculation

Monthly Uptime Percentage is calculated as follows:

None

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Monthly Uptime % = ((Total Minutes in Month - Downtime Minutes) / Total Minutes  
in Month) × 100
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Downtime is measured from the time a verified Incident is logged in the 2Trust.AI incident tracking system to the time the Production Environment is restored to normal operation. Customer-reported Incidents that cannot be independently verified by 2Trust.AI monitoring systems will be investigated on a reasonable-efforts basis.

2Trust.AI uses internal monitoring tools to track platform availability. Customers may not substitute third-party monitoring results as the basis for SLA claims.

5. Exclusions from Availability Calculation

The following events are excluded from Downtime calculations and do not constitute a breach of this SLA:

1. **Scheduled Maintenance** performed within designated maintenance windows (see Section 6).
 2. **Emergency Maintenance**, provided that 2Trust.AI makes a reasonable effort to notify Customer in advance where circumstances permit.
 3. **Force Majeure Events**, including natural disasters, acts of war, widespread internet outages, or other events outside of 2Trust.AI's reasonable control.
 4. **Third-Party Service Failures**, including failures attributable to Customer's internet service provider, DNS providers, or third-party integrations not managed by 2Trust.AI.
 5. **Customer-Caused Outages**, including those resulting from Customer's misuse of the platform, unauthorized modifications, or failure to follow documented configuration guidance.
 6. **API Rate Limit Throttling**, where Customer has exceeded documented usage limits.
 7. **Beta or Preview Features**, which are provided without availability guarantees and are clearly labeled as such.
 8. **Free Trials or Proof-of-Concept Environments**, which are not covered by this SLA.
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6. Scheduled Maintenance

2Trust.AI reserves the right to perform Scheduled Maintenance that may temporarily affect platform availability. The following conditions apply:

- **Standard Maintenance Window:** Sundays between 12:00 AM and 6:00 AM UTC.
- **Advance Notice:** 2Trust.AI will provide a minimum of **48 hours' notice** for Scheduled Maintenance via email notification to the Customer's designated technical contact and/or via the 2Trust.AI status page.
- **Duration:** 2Trust.AI will use commercially reasonable efforts to complete Scheduled Maintenance within the announced window.
- **Emergency Maintenance:** In cases requiring Emergency Maintenance outside the standard window, 2Trust.AI will provide as much advance notice as is reasonably practicable, and no less than **1 hour's notice** except in circumstances that make prior notice impossible.

Scheduled Maintenance does not count toward Downtime for the purpose of SLA calculations.

7. Support and Incident Response

7.1 Incident Severity Classification

Priority Level	Definition	Examples
P1 - Critical	Production Environment is completely unavailable or a critical feature is non-functional with no workaround	Full platform outage; authentication system failure; data pipeline failure
P2 - High	Core functionality is significantly degraded; partial outage affecting multiple users	Monitoring dashboards unavailable; API response times severely degraded
P3 - Medium	Non-critical feature is impaired; workaround is available	Reporting delays; non-essential integration failure
P4 - Low	General questions, feature requests, or minor cosmetic issues	UI display issues; documentation inquiries

7.2 Support Response Time Targets

Priority	Initial Response	Status Update Frequency	Target Resolution
P1	1 hour	Every 2 hours	4 hours
P2	4 business hours	Every 8 hours	2 business days
P3	1 business day	Every 3 business days	5 business days
P4	2 business days	As applicable	Best efforts

Response times apply during 2Trust.AI's standard business hours (Monday through Friday, 9:00 AM to 6:00 PM Eastern Time), except as noted for P1 Incidents, which are monitored on an around-the-clock basis.

Resolution times are targets, not guarantees. Complex issues may require additional time depending on root cause and third-party dependencies.

7.3 Support Channels

Customers may submit Incidents via:

- **Support Portal:** [support.2trust.ai]
 - **Email:** support@2trust.ai
 - **Phone (P1 only):** Available to customers with an active support subscription
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8. Service Credits

8.1 Credit Schedule

If 2Trust.AI fails to meet the Monthly Uptime Percentage commitment in a given calendar month, Customer is eligible to request a Service Credit in accordance with the following schedule:

Monthly Uptime Achieved	Service Credit (% of Monthly Fee)
99.0% to < 99.9%	10%
95.0% to < 99.0%	20%
Below 95.0%	30%

8.2 Credit Request Process

To receive a Service Credit, Customer must:

1. Submit a written credit request to billing@2trust.ai within **30 calendar days** of the end of the month in which the SLA breach occurred.
2. Include the following in the request:
 - Customer account name and subscription details
 - Date(s) and time(s) of the reported Downtime
 - Description of the impact experienced
 - Any supporting logs or screenshots

2Trust.AI will review the request within **15 business days** and respond with a determination. Approved credits will be applied to the Customer's next invoice.

8.3 Credit Limitations

- Service Credits are the Customer's sole and exclusive remedy for any SLA breach or failure to meet availability commitments.
- Credits apply only to the specific service component that failed to meet the SLA. Credits are not applied to Professional Services, training, or other non-platform fees.
- Total Service Credits issued in any calendar month will not exceed **30% of the monthly fee** paid for the affected service.

- Credits have no cash value and cannot be refunded or applied against past invoices.
 - Credits are forfeited if Customer's account is not in good standing (e.g., outstanding payment is overdue).
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9. Customer Responsibilities

To enable 2Trust.AI to meet its service commitments, Customer agrees to:

1. Maintain accurate and current contact information for designated technical and billing contacts.
2. Report Incidents promptly through designated support channels.
3. Provide reasonable cooperation and information to support Incident investigation and resolution.
4. Follow 2Trust.AI's published usage guidelines, API documentation, and configuration best practices.
5. Maintain compatible browser and system configurations as specified in 2Trust.AI's documentation.

2Trust.AI's obligations under this SLA are contingent upon Customer's reasonable fulfillment of these responsibilities.

10. Data and Security

2Trust.AI maintains industry-standard security practices in connection with the delivery of platform services, including:

- Encryption of data in transit (TLS 1.2 or higher) and at rest.
- Role-based access controls for internal personnel.
- Logging and audit trail capabilities for customer-facing interactions.

2Trust.AI will notify Customer within **48 hours** of confirming a data breach that affects Customer data, in accordance with the terms of the MSA.

Security certifications and compliance posture (including SOC 2 Type II, ISO 27001, and similar) are documented separately in 2Trust.AI's Trust & Compliance documentation and may be made available upon written request.

11. SLA Review and Updates

2Trust.AI reserves the right to update this SLA from time to time to reflect changes in services, technology, or operational practice. 2Trust.AI will provide **30 days' advance notice** of any material changes to this SLA via email to Customer's designated contact.

Continued use of the platform after the effective date of an updated SLA constitutes acceptance of the revised terms.

12. Limitations and Disclaimers

Except as expressly set forth in this SLA:

- 2Trust.AI does not warrant that the platform will be error-free or uninterrupted.
 - 2Trust.AI's total liability under this SLA is limited to the Service Credits defined in Section 8.
 - This SLA does not modify or expand any warranty, indemnification, or liability provision set forth in the MSA.
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13. Governing Law

This SLA is governed by the laws of the State of California, without regard to its conflict of law provisions, consistent with the governing law provision in the MSA.

14. Contact Information

Function	Contact
Technical Support	support@2trust.ai
Billing and Credits	billing@2trust.ai
Security Incidents	security@2trust.ai
Status Page	status.2trust.ai

This Service Level Agreement is effective as of the date noted above and is incorporated by reference into the 2Trust.AI Master Services Agreement.