

## **VELARO PREMIUM SERVICE LEVEL AGREEMENT (SLA)**

**Version 3.4.0 (Texas DIR Release)**

**Effective Date: 7/1/2025**

### 1. Introduction and Scope

This Premium SLA is an optional upgrade to the Standard SLA and applies only to licensed Velaro products for which Premium SLA is purchased.

Incorporated by reference into Velaro EULA and Online Terms (<https://velaro.com/terms>).

### 2. Service Availability Commitment

- Monthly uptime 99.95%
- Scheduled maintenance  $\leq$  1 hour/month, 14 days' notice
- Emergency maintenance excluded,  $\geq$  4 hours' notice except emergencies

### 3. Recovery Objectives

- RTO 2 hours
- RPO 30 minutes

### 4. Service Credits

- Tiered credits for uptime below 99.95%
- Claims within 30 days
- Max credit 50% monthly fees

### 5. Usage Limits

- SLA applies within contracted usage limits
- Exceeding limits may cause service degradation outside SLA coverage

### 6. Support

- 24/7 premium support with 1-hour response SLA

### 7. Pricing and SKU Reference

- Premium SLA priced at 25% uplift on total monthly subscription fees.

SKU Code

Description

Pricing

VELARO-SLA-PRM Premium SLA (optional upgrade) +25% of monthly subscription fees