

## **Interos Service Level Agreement (SLA)**

This Service Level Agreement ("SLA") outlines the service performance metrics and recovery commitments provided by Interos in connection with its Application Services. This SLA is incorporated by reference into the applicable Master Subscription Agreement and Order Forms.

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### **1. Service Availability**

#### **1.1 Service Level Availability**

Interos shall make all Application Services available to Subscriber for at least ninety-nine and one half percent (99.5%) of the time (determined monthly on a calendar basis), seven (7) days a week, twenty-four (24) hours per day, not including any unavailability that (i) results from Interos maintenance communicated in advance or (ii) results from the poor performance or failure of internet service or other outside service, software, or equipment not within the control of Interos ("Service Level Availability").

#### **1.2 Service Level Availability Commitment**

Interos commits to provide the Service Level Availability set forth above. If in any calendar month this Service Level Availability commitment is not met by Interos and Subscriber was adversely impacted, Interos shall provide, as Subscriber's sole and exclusive remedy, a service credit calculated as set forth below:

- **1.2.1** If Service Level Availability is greater than 99% and less than 99.5%, the service credit shall be 5% x 1/12th of the annual subscription fees for those Application Services that were actually adversely impacted.
- **1.2.2** If Service Level Availability is greater than 98% and less than 99%, the service credit shall be 10% x 1/12th of the annual subscription fees for those Application Services that were actually adversely impacted.
- **1.2.3** If Service Level Availability is less than 98%, the service credit shall be 15% x 1/12th of the annual subscription fees for those Application Services actually adversely impacted.

#### **1.4 Reporting**

Availability metrics and incident reports will be made available upon request.

### **2. Recovery Time Objective (RTO)**

- **Definition:** The maximum time Interos will take to restore full service functionality following a service disruption.
- **Commitment:** 24 hours from the time of incident identification.
- **Measurement:** Measured from the point of confirmed disruption to full restoration of the Application Services.

### 3. Recovery Point Objective (RPO)

- **Definition:** The maximum acceptable data loss window measured in time.
- **Commitment:** Start of Day (SOD) — data may be restored to the beginning of the affected day.
- **Measurement:** Time between the latest backup and the incident causing data loss.

### 4. Technical Support

Interos shall provide technical support in accordance with its published Terms of Service [<https://www.interos.ai/termservice/>]. Support includes assistance with system access, configuration issues, and incident resolution.

### 5. Remedies

Subscriber's sole and exclusive remedy for any failure by Interos to meet the SLA metrics outlined herein shall be as set forth in its published Terms of Service [<https://www.interos.ai/termservice/>].

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