Valutare

CUSTOMER TERMS

# Valutare Customer Terms — Service Level Agreement Cover Page

**Version 1.0 · Effective December 15, 2026** **Web** valutare.ai/legal/sla

**Preview.** These terms take effect December 15, 2026 and may be updated before then.

This Cover Page is governed by and incorporates the **Common Paper Service Level Agreement Standard Terms Version 2.0**, https://commonpaper.com/standards/service-level-agreement/2.0/ (the "SLA Standard Terms", used under CC BY 4.0, © Common Paper, Inc.), as supplemented by section 3. Capitalized terms have the meaning given in the SLA Standard Terms, the Cloud Service Agreement or the Key Terms.

## 1. Cover Page values

| Term | Value |
|---|---|
| **Target Uptime** | 99.0% in each calendar month during the first six months of Customer's first Subscription Period; 99.5% in each calendar month after that |
| **Uptime Credit** | 10% of the Cloud Service Fees for the affected month if availability falls below the Target Uptime; 25% if availability that month falls below 98.0%. The Uptime Credit for any one month never exceeds 25% of the Cloud Service Fees for that month |
| **Target Response Time** | Measured in Business Hours from a support request to the Support Channel: **Critical** 1 Business Hour; **High** 4 Business Hours; **Medium** 1 business day; **Low** 2 business days. Severity levels are defined in section 2 |
| **Response Time Credit** | 5% of the Cloud Service Fees for the affected month for each Critical support request not acknowledged within the Target Response Time |
| **Business Hours** | 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding US federal holidays |
| **Support Channel** | support@valutare.ai |
| **Scheduled Downtime** | Up to 4 hours in each calendar month, with at least 72 hours' notice, outside Business Hours |

## 2. Severity levels

| Level | Meaning |
|---|---|
| **Critical** | The Cloud Service is down or unusable for all Users. Reported by email to the Support Channel with "Critical" in the subject line, and confirmed by Provider |
| **High** | A major feature is unusable, or the Cloud Service is seriously degraded, for many Users, with no reasonable workaround |
| **Medium** | A feature does not work as described in the Documentation, and a workaround exists or few Users are affected |
| **Low** | A question, a minor problem, or a request for information or a change |

## 3. Additional Excluded Minutes

In addition to the Excluded Minutes in the SLA Standard Terms, these minutes do not count against the Target Uptime:

(a) unavailability caused by Customer or its Users, including use of the Cloud Service in breach of the Agreement or the Acceptable Use Policy, misuse, or unauthorized changes to Customer's configuration;

(b) unavailability caused by Customer's own systems, networks, identity or single sign-on provider, or by a Connected Service (as defined in the Product-Specific Terms) or its interface;

(c) unavailability of AI Services only, while the rest of the Cloud Service remains available, because an AI model provider is unavailable;

(d) suspension of the Cloud Service permitted by the Agreement;

(e) features that Provider identifies as beta, preview or early access; and

(f) emergency maintenance needed to address an urgent security threat, for which Provider gives notice as soon as practicable, up to 4 hours in any calendar month.

## 4. How the SLA Standard Terms work (summary for convenience; the SLA Standard Terms govern)

- **Uptime** is measured each calendar month by Provider's monitoring, including an external uptime check of Customer's instance of the Cloud Service. Scheduled Downtime and Excluded Minutes do not count against it.
- **Response time** runs from Customer's request to the Support Channel until a person at Provider specifically acknowledges it. An automated reply does not count.
- **Claiming a credit:** Customer asks within 7 days after the end of the month, with the details of the problem. Credits apply only to future invoices, cannot be paid out in cash, and expire when the Order Form ends.

- **Overall limit:** total credits in a Subscription Period are capped at 8% of the Cloud Service Fees for that Subscription Period.
- **Repeated failure:** if the Target Uptime is missed in 2 out of any 3 consecutive months, and Customer reported each miss within 7 days, Customer may terminate the Order Form and receive a prorated refund of prepaid fees.
- **Exclusive remedy:** credits and the termination right are Customer's only remedies for missing the Target Uptime or the Target Response Time.