



GREENORBIT CLOUD

SERVICE LEVEL AGREEMENT

Minimum 99.5% Uptime Guarantee

1. OVERVIEW

This document is a Service Level Agreement (SLA) between GreenOrbit Pty Ltd (GO) and the customer (Customer) for the provisioning of IT services required to support and sustain GREENORBIT CLOUD.

This SLA remains valid until superseded or replaced by a new agreement.

This SLA outlines the parameters of all IT services covered, as the parties mutually understand them. This SLA does not supersede current processes and procedures unless explicitly stated herein.

The IT services covered in this SLA relate to hosting and infrastructure only and do not relate to the GreenOrbit application in any way.

2. PURPOSE, GOALS & OBJECTIVES

The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer by GO.

The goal of this SLA is to obtain mutual agreement for IT service provision between GO and the Customer.

The objectives of this SLA are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

3. SERVICE AGREEMENT

The following detailed service parameters are the responsibility of GO in the ongoing support of this SLA.

3.1 Service Scope

The following Services are covered by this SLA:

- Hosting service for GREENORBIT CLOUD using Amazon Web Services (AWS).

3.2 Customer Requirements

Customer responsibilities and/or requirements in support of this SLA include:

- Payment for all software subscription and hosting costs at the agreed interval.
- Reasonable availability of Customer representative(s) when resolving a service-related incident or request.

3.3 GO Requirements

GO responsibilities and/or requirements in support of this SLA include:

- Meeting service up-times associated with GREENORBIT CLOUD.

- Appropriate notification to the Customer for all scheduled maintenance where an outage of the Customer's service will occur.

3.4 Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be documented and communicated to all stakeholders.

4. SERVICE MANAGEMENT

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

4.1 Service Availability

Coverage parameters specific to the service(s) covered in this SLA are as follows:

- Yearly Uptime Percentage for GREENORBIT CLOUD of 99.5%.

4.2 Expected Service Response

In support of services outlined in this SLA, GO will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 1 hour (during Service Scope hours) for issues classified as **Priority 1**.
- Within 4 hours for issues classified as **Priority 2**.
- Within 48 hours for issues classified as **Priority 3 and Priority 4**.

4.3 Expected Resolution Times

There are no specific target service levels.

GreenOrbit also offers SLA based and/or extended support services in accordance with individual customer requirements. If a Customer requires extended support services GreenOrbit can provide a separate quotation for this service.

4.4 Exclusions

This SLA is subject to certain exclusions which do not fall under the Yearly Uptime Percentage. If availability is affected by factors other than those listed GO may issue a Credit at its sole discretion. The Service Commitment does not cover the following events:

- Factors causing an outage outside of our reasonable control.
- Issues within the application.
- Unavailability due to non-payment or an overdue account which causes license expiration or suspension of your service.
- Customer/Licensors software, equipment, network, internet or third-party issues.
- Any action or inaction by the Customer.
- Scheduled maintenance or downtime.

NOTE: GREENORBIT CLOUD is a hosting service using AWS.
AWS is regarded as one of the fastest, largest and most stable hosting platforms available globally.