

## Service Level Agreement

This Service Level Agreement (SLA) is an integral part of the Contract posted at <https://flespi.com/en/docs/contract>.

Depending on the level of service chosen by the Customer, the Company provides compensation in a certain amount in case the flespi platform is unavailable in violation of the guaranteed availability time, as well as effectiveness of the technical support, bug fixing of the flespi platform and developers' work time on integration of protocols at the request of the Customer.

	<b>SLA Best Effort</b> (included in Free plan)	<b>SLA Priority</b> (included in Commercial plan)	<b>SLA Advanced</b>	<b>SLA Premium</b>
<b>Uptime guarantee</b> (*1)	No refund	No refund	99.89-99.01%: <b>30%</b> 99.0% or below: <b>70%</b>	99.89% or below: <b>70%</b>
<b>Technical support</b> (*2)	reply on a best-efforts basis	priority replies (before Best Effort)	reply within 2 hours Mon-Fri from 8am to 7pm UTC+3 (FET) excl. public holidays	reply within 2 hours 24/7 on urgent issues
<b>Critical bug fixes</b>	on a best-efforts basis	before Best Effort	within 5 working days of being alerted to the problem	within 24 hours of being alerted to the problem
<b>Protocols engineering</b>	development on a best-efforts basis	priority development	8 hours of the developer's time per month	24 hours of the developer's time per month

(\*1) In case the flespi platform availability time calculated for the reporting period is less than guaranteed, the compensation is determined according to the table above. The Customer agrees to consider the means of calculation of the Company as sufficient and reliable.

(\*2) Technical support is provided only through the HelpBox tool integrated into the flespi platform.

The Company has the right to change SLA at its discretion unilaterally and extrajudicially. The amended SLA is brought by the Company to the general public by posting (publishing) relevant information on the Company's website at the following address: <https://flespi.com/en/docs/sla>. Amendments shall enter into force no earlier than twenty-five calendar days after their publication. No additional notice from the Company is required. The Parties unconditionally agree that silence (the absence of notifications of cancellation of the Contract or disagreement with the change of SLA) is recognized as the consent of the Customer with the amended SLA.

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