

SERVICE LEVEL AGREEMENT

This Service Level Agreement (the “**SLA**”) is subject to the Master Services Agreement (the “**Agreement**”) signed between you (the “**Customer**”) and Precis Digital AB (“**Precis**”), under which Precis provides the Service(s) that reference this SLA. Capitalized terms used but not defined in this SLA shall have the meaning given to them in the Agreement.

Definitions

In this SLA, the following terms shall have the following meanings:

“**Business Hours**” means Monday to Friday, 8:30 am CET to 5:00 pm CET, excluding public holidays in Sweden.

“**Service(s)**” means the Services owned and developed by Precis which can be used for consolidating marketing data from various platforms, enabling tailored models, and leveraging AI for data-driven marketing recommendations, that Customer has purchased from Precis under an Order Form.

“**Unavailability**” means ten consecutive minutes where the Services are completely inaccessible and unavailable during Business Hours. Unavailability for less than five minutes will not be counted towards any Unavailability periods.

“**Scheduled Maintenance**” means a period during which operations within the Services are restricted or offline to implement upgrades, repairs, and other changes. Information about Scheduled Maintenance will be provided through the Service no less than 48 hours before the Scheduled Maintenance.

Reporting of incidents. Incidents are defined per the table below (P1 to P3). All P1 Incidents shall be reported and marked as CRITICAL in the subject line. For any P2 and P3 incidents, Precis provides general technical support during Business Hours. Technical support may be contacted through info@alvie.io or the internal chat tool available on the platform of the Services.

Submission of support cases. Each support case shall; (a) designate the incident level of the error by the definitions in the table below; (b) identify the Customer’s ID account that experienced the error; (c) include information sufficiently detailed to allow Precis support to attempt to duplicate the error (including any relevant error messages) and; (d) provide contact information for the Customer’s contact most familiar with the issue.

Unless the Customer explicitly designates the incident level, the support case will default to incident level P3. If the Customer submits support cases related to enhancement or feature requests, Precis shall treat those tickets as closed once the request has been forwarded internally.

Support Response Times

Incident level	Criteria	Response Time*
P1	An incident where the Service is completely inaccessible and unavailable due to Unavailability.	Within 1 Business Hour
P2	An incident where the Service may be impacted and inaccessible in part, but the Customer can still access and use the majority of the Service.	Within 4 Business Hours
P3	An error that has a low-to-no impact on the Customer’s access to and use of the Service.	Within 8 Business Hours

*Precis provides responses and updates during Business Hours only. Target response times will correspondingly carry into subsequent business days.

Target Availability. Precis will use commercially reasonable efforts to make each Service available with an uptime of 99.8% of each calendar month ("**Target Availability**").

Exclusions. The calculation of uptime will not include unavailability to the extent due to: (a) use of a Service by Customer in a manner not authorized under this Agreement or the applicable Acceptable Use Policy as made available and updated from time to time; (b) general Internet problems, force majeure events or other factors outside of Precis' reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; (d) third party systems, acts or omissions; or (e) Scheduled Maintenance or reasonable emergency maintenance.

Remedy for Failure to Meet Target Availability. If there is a verified failure of a Service to meet Target Availability in two (2) consecutive months, then Customer may terminate the applicable Subscription Term by sending written notice of termination within thirty (30) days after the end of the second such month, in which case Precis will refund to Customer any fees Customer has pre-paid for use of such Service for the terminated portion of the applicable Subscription Term. This termination and refund right is Customer's sole and exclusive remedy, and Precis' sole and exclusive liability, for Precis' failure to meet the Target Availability.