

SLA

This Service Level Agreement ("SLA") applies only where you are subscribed to the Pro Plan. If you are on the Free Plan, this SLA does not apply, and we shall provide access to the Platform on a reasonable endeavours basis only.

1. Definitions

In this SLA, the following definitions apply:

"Availability" means the Platform being available for use by you and your Users in material conformity with these Terms.

"Business Day" means a day other than a Saturday, Sunday, or public holiday in England when banks in London are open for business.

"Downtime" means any period during which the Platform is not Available, excluding Excluded Downtime.

"Excluded Downtime" means any period of unavailability resulting from or attributable to any of the circumstances set out in paragraph 3.

"Maintenance Window" means 10.00 pm to 3.00 am UK time on any day.

"Monthly Uptime Percentage" means the total number of minutes in a calendar month minus the total minutes of Downtime in that month, divided by the total number of minutes in that month, expressed as a percentage.

"Normal Business Hours" means 8.00 am to 6.00 pm UK time, each Business Day.

"Service Credit" means a credit against future Pro Plan Charges, calculated in accordance with paragraph 5.

2. Availability Commitment

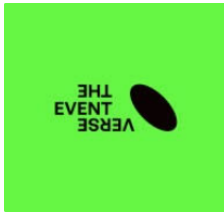
2.1 We shall use commercially reasonable endeavours to ensure that the Platform maintains a Monthly Uptime Percentage of at least 98% during each calendar month during your Pro Plan subscription.

2.2 Availability will be measured by our internal monitoring systems, and our records shall be conclusive in the absence of manifest error.

3. Excluded Downtime

3.1 The following shall not count as Downtime for the purposes of calculating the Monthly Uptime Percentage:

- (a) any unavailability resulting from your acts or omissions, or those of your Users, contractors, employees, agents, or other persons for whom you are responsible;
- (b) failure of internet connectivity not within our reasonable control;
- (c) failure or outage of any third-party platform, service, or infrastructure provider (including, without limitation, AWS, Cloudflare, or any other hosting or CDN provider);



(d) your failure to meet any minimum hardware, software, or other requirements as notified by us from time to time;

(e) disruptions due to force majeure events;

(f) maintenance or development work carried out in response to your instructions;

(g) planned maintenance carried out during the Maintenance Window;

(h) any suspension of the Platform permitted by these Terms (including suspension for non-payment or breach); and

(i) any unscheduled emergency maintenance performed outside Normal Business Hours, provided that we shall, wherever possible, endeavour to give you at least six (6) hours' notice of such maintenance.

4. Support Services

4.1 We shall provide you with access to support services during Normal Business Hours, comprising remote diagnosis provided over email (data@theeventverse.com) and, where possible, correction of errors, bugs, and failures of the Platform.

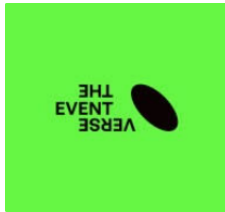
4.2 Support requests shall be categorised and responded to in accordance with the following target response times:

Priority	Description	Target Response Time
Critical	Platform entirely unavailable or a critical function is inoperable, with no workaround available	48 hours
High	A major feature is materially impaired but the Platform remains partially usable	48 hours
Medium	A non-critical feature is impaired, with a workaround available	5 Business Days
Low	General enquiries, minor issues, or feature requests	5 Business Days

4.3 Target response times represent the time within which we shall acknowledge receipt of a support request and commence investigation. They do not represent resolution times. We shall use commercially reasonable endeavours to resolve issues as quickly as practicable, having regard to the nature and complexity of the issue.

5. Platform Maintenance

5.1 **Planned maintenance.** We shall carry out planned maintenance during the Maintenance Window wherever reasonably practicable. Where planned maintenance is required outside the Maintenance Window, we shall provide you with not less than 24 hours' advance notice.



5.2 Emergency maintenance. We may carry out unscheduled emergency maintenance at any time where reasonably necessary to protect the security, integrity, or availability of the Platform. We shall, wherever possible, endeavour to give you at least six (6) hours' notice of such maintenance and shall use commercially reasonable endeavours to minimise any disruption.

6. Your Obligations

6.1 In order for us to meet our obligations under this SLA, you shall:

- (a) report any faults or issues to us promptly, providing reasonable detail of the nature of the issue and the steps taken to reproduce it;
- (b) co-operate with us and provide such information and access as we may reasonably require to diagnose and resolve any issue;
- (c) ensure that your systems, network, and telecommunications links meet any minimum requirements notified by us from time to time; and
- (d) comply with these Terms at all times.

6.2 We shall not be liable for any failure to meet the service levels set out in this SLA to the extent that such failure is caused or contributed to by your breach of paragraph 6.1.

7. General

7.1 This SLA does not apply to Customers on the Free Plan. It does not apply to any beta, trial, or pre-release features of the Platform, nor to any integrations or third-party services accessed through the Platform.

7.2 We may update this SLA from time to time. Any changes that materially reduce the service levels set out herein shall be notified to you not less than 30 days in advance.

7.3 This SLA is subject to the limitations and exclusions of liability set out in the Terms.

