

Service Level Agreement

If a specific service level (Basic, Priority or Premier) has been purchased by a customer or a partner ("Customer") pursuant to a Service Agreement ("Individual Order"), retarus (Italia) S.r.l. ("Retarus") shall provide Customer with the additional services ("SLA Services") described in this service level agreement ("SLA"). SLA Services refer to the Communication Services ("Services") in scope under the Individual Order and serve the purpose of enhancing the performance parameters of these Services. The terms of the underlying Individual Order apply in addition to this SLA and shall remain unaffected except for the amendments made under this SLA.

1. Service Hours, Support Channels and SLA Packages

Service Level	Standard (no SLA)	Basic	Priority	Premier
Retarus System Availability per calendar month ⁽¹⁾	99,0%	99,5%	99,8%	99,9%
Service Hours	Mon – Fri ⁽²⁾ 08:00 – 18:00	Mon – Fri ⁽²⁾ 08:00 – 18:00	Mon – Fri ⁽²⁾ 08:00 – 18:00	24x7x365
Authorized Support Channels	Online portal, Documentation	Online portal, Documentation	Online portal, Documentation, Email & Telephone	Online portal, Documentation, Email & Telephone
Service Manager	--	--	--	Included
Billing Units / Support Scope ⁽³⁾	Per hour	Up to 2 hours monthly included	Up to 4 hours monthly included	Up to 6 hours monthly included
Target Response Times ⁽⁴⁾				
Priority 1 Critical	Best effort	4 hours	2 hours	1 hour
Priority 2 Material	Best effort	6 hours	4 hours	2 hours
Priority 3 Minor	Best effort	24 hours	12 hours	6 hours

⁽¹⁾ As evaluated by Retarus based on Customer's unavailability reports and in consideration of the permitted downtimes pursuant to the Individual Order.

⁽²⁾ Retarus business days as outlined in the Individual Order. For regular support inquiries (e.g. minor changes except additional Service items; does not include professional services).

⁽³⁾ Support outside applicable Service Hours and / or exceeding packages will be charged at the hourly fees pursuant to the Individual Order.

⁽⁴⁾ Error categories are classified and assigned by Retarus based on Customer's reports via the applicable support channels.

- Priority 1 (Critical): Services are permanently unavailable or cannot be used.
- Priority 2 (Material): Multiple material functions are not only temporarily affected.
- Priority 3 (Minor): All errors not classified as Priority 1 or 2.

The target response times indicated above commence upon Retarus' receipt of Customer's reports via the applicable support channels in accordance with the terms of this SLA. Retarus will acknowledge receipt and may contact the Customer by email or telephone in order to analyze and investigate the reported error.

Service/Change Requests (SRQ)

Authorized Customer contact persons ("Admins") may request adjustments or modifications related to the Services (such as additions, changes, and disconnections outside error situations pursuant to the priority categories above. Customer will be charged in accordance with the hourly support / professional services fees and / or applicable package pursuant to the Individual Order.

Support Channels

Admins can open and track their tickets via the designated channels pursuant to the applicable service level.

Online Portal

Admins can open and track support tickets in the Retarus Enterprise Administration Services portal ("EAS") at <https://eas.retarus.com> or other URL as indicated by Retarus.

Tickets submitted to Retarus via the EAS are automatically transferred to the Retarus ticket system for processing.

Documentation

All Customers have access to Retarus' comprehensive documentation available at: <https://docs.retarus.com/>

Email

Admins of Priority or Premier SLA Customers can also report errors via email to support@retarus.com. Customer reports submitted to Retarus by email are automatically transferred to the Retarus ticket system for processing.

Telephone

Admins of Priority or Premier SLA Customers can open tickets via telephone during applicable Service Hours. Customer reports received via telephone (support numbers will be made available by Retarus) directly handled by qualified service desk experts.

Service Management

The Premier SLA package includes comprehensive service management, such as:

- Assigned contact person
- Escalation management
- Coordination of tickets and requests
- Service reports provided via email
- Quarterly remote Service review meetings

2. Credits

In the event any month's availability (pursuant to Section 1 of this SLA) falls below the agreed percentage, Retarus will provide a credit on the applicable monthly Service fee as follows:

Service Level Basic

- 100% - 99.5%	0%
- < 99.5% - 98.5%	5%
- < 98.5%	10%

Service Level Priority

- 100% - 99.8%	0%
- < 99.8% - 99%	5%
- < 99%	10%

Service Level Premier

- 100% - 99.9%	0%
- < 99.9% - 99.5%	5%
- < 99.5%	10%

Customer shall request any credit potentially due hereunder within thirty (30) days following the end of the calendar month in which the event giving rise to the credit occurs.

Customer waives any right to credits not requested within such thirty (30) day period. Once requested and confirmed for eligibility, credits will be applied by Retarus toward Customer's next invoice(s).

In the event of Retarus' failure to meet its availability commitments pursuant to this SLA over a period of three (3) consecutive months, Customer may terminate the SLA and/or the underlying Individual Order in writing with thirty (30) days prior notice without further obligations.

Unless otherwise provided in the Individual Order, Customer's sole and exclusive remedy and Retarus' sole liability for any unavailability or non-performance of Services, shall be the credits and termination rights outlined in this SLA. Any further rights of the Customer arising from or in connection with this SLA are excluded.

3. Term

Unless expressly agreed otherwise, this SLA shall expire automatically upon termination or expiry of the underlying Individual Order.