

CLOUD SERVICES & SLA AGREEMENT

Contract Reference: CSA-2025-0089

PARTIES

Provider: CloudVault Technologies PLC, 200 Server Farm Road, Dublin, D01 K2A

Customer: Meridian Financial Services Ltd, 88 Canary Wharf, London, E14 5AB

Effective Date: 15 April 2025

Contract Duration: 24 months with auto-renewal

1. SERVICES

CloudVault shall provide: (a) 500TB cloud storage (AWS S3-compatible); (b) 24/7 infrastructure monitoring; (c) automated daily backups; (d) dedicated account manager; (e) quarterly security audits. Additional services may be requested and will be quoted separately.

2. SERVICE LEVEL AGREEMENT

CloudVault guarantees 99.5% monthly uptime. Measurement excludes scheduled maintenance windows (max 4 hours/month, notified 48 hours in advance). Service credits apply for downtime: 99.0-99.5% uptime = 5% monthly fee credit; 98.0-99.0% = 10% credit; below 98.0% = 25% credit. Credits are the sole remedy for downtime and must be claimed within 30 days.

3. PRICING & PAYMENT

Base monthly fee: GBP 8,500. Annual total: GBP 102,000. CloudVault reserves the right to increase pricing annually by up to CPI + 5%. Payment due within 14 days of invoice. Overdue accounts may be suspended after 7 days notice. Reconnection fee: GBP 500.

4. DATA OWNERSHIP

Customer retains ownership of all data stored on CloudVault infrastructure. CloudVault may access customer data solely for service delivery, support, and compliance purposes. Data will be returned or deleted within 30 days of contract termination in customer's preferred format.

5. LIMITATION OF LIABILITY

CloudVault's total liability is limited to 3 months of fees paid. CloudVault shall not be liable for any loss of business, revenue, profits, or data loss beyond what is recoverable from backups. Customer

acknowledges responsibility for maintaining independent backups of critical data.

6. AUTO-RENEWAL & TERMINATION

This agreement automatically renews for 12-month periods unless 90 days written notice is provided before renewal date. Early termination by Customer incurs a penalty equal to 50% of remaining contract value. CloudVault may terminate immediately for payment default.

RISK ASSESSMENT: MEDIUM — Auto-renewal requires 90-day notice; price escalation clause (CPI+5%); early termination penalty is significant.