

Service Level Agreement (SLA) for Surveillance Data Services on Neuron Network

This Service Level Agreement (SLA) is entered into by and between the following parties:

- **Service Provider:** The individual or entity that owns the keys to the Hedera testnet account registered in the EVM smart contract on the Hedera testnet, address: "0x87e2fc64dc1eae07300c2fc50d6700549e1632ca", and which accepts a service request message by sending a service acceptance message to a customer request on its device topic.
- **Customer:** The individual or entity that owns the keys to the Hedera testnet account which sends a service request message to the service provider's device topic.

1. Definitions

1.1 **Service:** The provision of flight surveillance data available to the service provider's device.

1.2 **Scheduled Transaction:** A transaction initiated via the Hedera Token Service on Hedera testnet providing payment in testnet Hbar tokens and requiring one or more signatures to execute.

1.3 **Service Acceptance Message:** A confirmation message sent by the service provider to acknowledge and accept the scheduled transaction.

1.4 **Testnet Hbar Tokens:** Cryptographic tokens used on the Hedera testnet which hold no monetary value.

2. Scope of Service

2.1 The service provider agrees to provide the customer with all available flight surveillance data from the device registered for the duration specified in the service request message, without delay or modification.

2.2 The service will be considered binding when the customer sends a scheduled transaction and the service provider sends a service acceptance message.

3. Responsibilities

3.1 **Service Provider:**

- Ensure timely delivery of all flight surveillance data as specified in the service request.
- Address any service failures promptly, enabling reconnection if possible.
- Allow the customer to use the data for any purpose, including resale, alteration, or personal use.

3.2 **Customer:**

- Attempt to reconnect the service in the event of a failure.
- Cease the service if reconnection attempts fail.

4. Payment Terms

4.1 Payment for services will be made in testnet Hbar tokens.

4.2 Testnet Hbar tokens hold no monetary value and are used solely for transaction validation within the testnet environment.

5. Changes to SLA

5.1 Neuron reserves the right to modify the terms of this SLA at any time.

5.2 Users will be notified via the email address registered at explorer.neuron.world at least 24 hours before any changes take effect.

5.3 Continued use of the services after notification will constitute acceptance of the new terms.

6. Rating System

6.1 Neuron plans to introduce a rating system in the near future.

6.2 This rating system would allow customers to rate the service provider's performance, which could influence reward points within Neuron's ecosystem.

6.3 Neuron will provide details about the rating system and how it will affect service providers and customers before implementation.

7. Key Management

7.1 The customer and service provider agree that the keys to the testnet accounts are used to bind the parties to this SLA.

7.2 The customer and service provider agree to only give those keys to other individuals who have the authority to act on their behalf.

7.3 Neuron may hold private keys on its servers as part of the beta testing of the network and will do its best to keep those secure. However, this cannot be guaranteed at this stage.

8. Experimental Nature of the System

8.1 The parties acknowledge that the Neuron network is experimental.

8.2 The functionality and performance of the system may differ from that which is expected.

9. Miscellaneous

9.1 This SLA represents the entire agreement between the parties and supersedes all prior agreements and understandings, whether written or oral, relating to its subject matter.

9.2 This SLA shall be governed by and construed in accordance with the laws of England and Wales.

9.3 Any disputes arising out of or in connection with this SLA shall be resolved through arbitration in accordance with the rules of England and Wales.

9.4 If any provision of this SLA is found to be invalid or unenforceable, the remaining provisions shall continue to be valid and enforceable.

10. Perpetuity of Terms

10.1 The terms of this SLA shall remain in force in perpetuity for any service delivered in accordance with this SLA.

11. Agreement to Terms

By initiating and accepting transactions through the Hedera testnet, both the service provider and the customer agree to be bound by the terms and conditions of this SLA.