

Customer-Facing Service Level Agreement (SLA) Policy

Document ID: IE-SLP-2025.01

Version: 1.0

Effective Date: 2025-11-01

Department: IT & Engineering, Sales

1. Service Commitment

NexaCore commits to providing high availability for its core AI Workflow SaaS platform ("The Service") as defined below. This policy is incorporated into the **Master Services Agreement (MSA)**.

2. Uptime Guarantees

Service Tier	Monthly Uptime Percentage	Allowed Downtime per Month
Core AI Service (Tier 1)	99.9%	43 minutes 49 seconds
Standard Service (Tier 2)	99.5%	3 hours 36 minutes
<i>Note: Core AI Service includes the primary inference API and user authentication.</i>		

3. Exclusions from Downtime Calculation

The following are not counted as service downtime:

1. Scheduled Maintenance (pre-notified at least 48 hours in advance).
2. Factors outside of NexaCore's reasonable control (Force Majeure, client's network issues).
3. Client's use of non-approved third-party software or configurations.

4. Service Credits (Remedies)

If the actual Monthly Uptime Percentage for the Core AI Service falls below the guaranteed 99.9% threshold, the client is eligible for the following service credits:

Monthly Uptime Percentage	Service Credit Applied (as % of Monthly Fee)
99.0% to 99.9%	5%
95.0% to 98.9%	10%
Below 95.0%	20%

- Note: Credit claims must be submitted in writing within 30 days of the end of the month in question.