

# Service Level Agreement

## Services

This SLA is effective from 1 July 2026 between CloudNova Inc. and Apex Logistics Ltd.

## Service Levels (Annexure A)

SLA Metric	Target	Penalty
System Uptime	99.5%	5% monthly fee deduction
Response Time	< 2 hours	2% per incident
Resolution Time	< 24 hours	4% per incident

## Penalty Cap

Total penalties shall not exceed 50% of the monthly service fees.