

Service Level Terms

1. Availability

The Sweep AI Products shall be available 99.9%, measured monthly, excluding scheduled maintenance. If Customer requests maintenance during these hours, any uptime or downtime calculation will exclude periods affected by such maintenance. Further, any downtime resulting from outages of third party connections or utilities or other reasons beyond Sweep AI's control will also be excluded from any such calculation. Customer's sole and exclusive remedy, and Sweep AI's entire liability, in connection with Sweep AI Product availability shall be that for each period of downtime lasting longer than one hour, Sweep AI will credit Customer 10% of Sweep AI Product Fees for each period of 60 or more consecutive minutes of downtime; provided that no more than one such credit will accrue per day. Downtime shall begin to accrue as soon as Customer (with notice to Sweep AI) recognizes that downtime is taking place, and continues until the availability of the Sweep AI Products is restored. In order to receive downtime credit, Customer must notify Sweep AI in writing within seventy-two (72) hours from the time of downtime, and failure to provide such notice will forfeit the right to receive downtime credit. Such credits may not be redeemed for cash and shall not be cumulative beyond a total of credits for three (3) months of Sweep AI Products Fees in any one (1) calendar year. All credits provided hereunder are nonrefundable. Sweep AI will only apply a credit against Sweep AI Product Fees of a subsequent month, however if Customer elects not to renew the Agreement such that the credit cannot be applied, Customer will have the option to use the Sweep AI Products for one free month as its sole remedy in lieu of such credit. Sweep AI's blocking of data communications or other Sweep AI Products in accordance with its policies, for example, to mitigate malicious use of Company's systems, shall not be deemed to be a failure of Sweep AI to provide adequate service levels under this Agreement.

2. Support

Customer shall open support requests using the form provided at <https://sweep.dev/support>

Sweep AI will acknowledge requests in accordance with the table set forth below. As used in this Service Level Terms, "Business Hours" shall mean between 9 AM and 5 PM US Pacific Time, Monday through Friday excluding federal or state holidays. Support requests will be acknowledged by a Customer Support Lead and issued a support ticket number. Responses to support tickets deemed as Emergencies shall include the actions to be taken and an estimated timeline to resolution.

The Customer Support Lead will triage incoming support requests into three priorities:

Defect Type	Defect Description; Examples	Response
Emergency	The service is unavailable or unusable	2 hour response time during Business Hours 4 hour response during the other hours of the calendar day
Medium	Bugs – the service is degraded Help Requests – the user seeks assistance with how the service is used	4 hour response time during Business Hours 8 hour response time during other hours of the calendar day
Low	Enhancement Requests – the user is offering a suggestion for how the service may be enhanced	3 business days