

SERVICE LEVEL AGREEMENT

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THIS SERVICE LEVEL AGREEMENT (the "Agreement") is made and entered into on this 1st day of February, 2024 (the "Effective Date"), by and between:

NaviFloor Robotics, Inc., a Delaware corporation with its principal place of business at 2500 Innovation Drive, Boston, MA 02210 ("Service Provider")

and

Siemens Logistics GmbH, a German limited liability company with its principal place of business at Otto-Hahn-Ring 6, 81739 Munich, Germany ("Customer")

1. DEFINITIONS

1 "Services" means the autonomous mobile robot (AMR) fleet management

2 "System" means the NaviFloor AMR Fleet Management Platform and

3 "Uptime" means the percentage of time the System is available and

4 "Critical Incident" means any System failure that prevents more than

2. SERVICE LEVELS

1 System Availability

(a) Service Provider guarantees 99.9% System Uptime measured on

(b) Scheduled Maintenance shall not exceed 4 hours per month and v

performed during off-peak hours (0100-0500 CET).

(c) Emergency Maintenance may be performed as needed with minimal notice to Customer.

2 Response Times

(a) Critical Incidents: 15-minute response time, 4-hour resolution time

(b) High Priority Issues: 1-hour response time, 8-hour resolution time

(c) Medium Priority Issues: 4-hour response time, 24-hour resolution time

(d) Low Priority Issues: 24-hour response time, 72-hour resolution time

3. PERFORMANCE METRICS

1 AMR Performance Standards

- (a) Navigation Accuracy: 2cm deviation from programmed paths
- (b) Pick Success Rate: 99.5% successful first-attempt picks
- (c) Battery Utilization: 18 hours continuous operation per charge
- (d) Collision Avoidance: Zero preventable collisions

2 System Monitoring

Service Provider shall maintain continuous monitoring of:

- (a) AMR fleet status and health metrics
- (b) Network connectivity and latency
- (c) Battery management systems
- (d) Navigation and mapping systems
- (e) Safety systems and sensors

4. SUPPORT SERVICES

1 Technical Support

- (a) 24/7/365 technical support via dedicated support portal
- (b) Direct access to Tier 2 support engineers for Critical Incidents
- (c) Monthly system performance reviews
- (d) Quarterly optimization consultations

2 Maintenance Services

- (a) Preventive maintenance per manufacturer specifications
- (b) Software updates and security patches
- (c) Hardware maintenance and replacement
- (d) System optimization and tuning

5. SERVICE CREDITS

1 Uptime Credits

Monthly Uptime | Service Credit

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< 99.9% | 10% of monthly fee

< 99.5% | 25% of monthly fee

< 99.0% | 50% of monthly fee

< 98.0% | 100% of monthly fee

2 Response Time Credits

\$500 per incident where response times exceed guaranteed levels by

6. REPORTING AND REVIEW

1 Monthly Reports

Service Provider shall provide detailed monthly reports including:

- (a) System uptime statistics
- (b) Incident response metrics
- (c) Performance metrics
- (d) Service credit calculations
- (e) Maintenance activities

2 Quarterly Business Reviews

Parties shall conduct quarterly reviews to assess:

- (a) Service level performance

(b) System optimization opportunities

(c) Technology roadmap updates

(d) Capacity planning

7. TERM AND TERMINATION

1 Term

Initial term of twelve (12) months from the Effective Date, automatically renewing for successive twelve-month periods unless terminated.

2 Termination for Chronic Failure

Customer may terminate if Service Provider:

(a) Falls below 98% uptime for three consecutive months

(b) Fails to meet Critical Incident response times for five or more incidents any month

(c) Accumulates service credits exceeding 50% of monthly fees for three consecutive months

8. GENERAL PROVISIONS

1 Force Majeure

Neither party shall be liable for failures due to circumstances beyond reasonable control.

2 Modifications

This Agreement may only be modified in writing signed by both parties

3 Governing Law

This Agreement shall be governed by the laws of the Commonwealth of Massachusetts.

IN WITNESS WHEREOF, the parties have executed this Service Level Agreement on the Effective Date.

NAVIFLOOR ROBOTICS, INC.

By:

Name: Richard Torres

Title: Chief Operating Officer

Date:

SIEMENS LOGISTICS GMBH

By: - 10 -

Name:

Title:

Date:

