

SERVICE LEVEL TERMS

Arctic Chain Solutions Platform

Effective Date: January 1, 2024

****DEFINITIONS****

1. "Agreement" means these Service Level Terms and any attached schedules or exhibits.
2. "Platform" means the Arctic Chain Solutions software and control systems that manage Polar Dynamics Robotics' autonomous mobile robots.
3. "Service Levels" means the quantitative and qualitative performance standards set forth in Section 3.
4. "Critical Failure" means any Platform malfunction that results in complete cessation of AMR operations or poses safety risks.
5. "Operating Environment" means temperature-controlled facilities between -40 C and +30 C where the Platform is deployed.

****SERVICE AVAILABILITY****

1. Platform Uptime
 - Minimum 99.9% availability measured monthly
 - Excluding scheduled maintenance windows
 - Measured across all deployment environments
 - Calculated using industry-standard monitoring tools
2. Scheduled Maintenance
 - Limited to 4 hours per month
 - Performed during off-peak hours (0100-0500 local time)
 - 72-hour advance notice required
 - Emergency maintenance excluded from calculation

****PERFORMANCE STANDARDS****

1. Response Time

- Command execution: 100 milliseconds
- Navigation updates: 50 milliseconds
- Sensor data processing: 75 milliseconds
- System alerts: 5 seconds

2. Accuracy Requirements

- Navigation precision: 5cm in standard conditions
- Temperature monitoring: 0.5 C
- Load positioning: 2cm
- Battery level reporting: 2%

****SUPPORT SERVICES****

1. Technical Support Availability

- 24/7/365 emergency support
- Standard support: Monday-Friday, 0800-1800 EST
- Multiple support tiers as defined in Schedule A
- Dedicated technical account manager

2. Response Times

- Critical issues: 15 minutes
- High priority: 1 hour
- Medium priority: 4 hours
- Low priority: 24 hours

****MONITORING AND REPORTING****

1. System Monitoring

- Continuous performance monitoring
- Automated alert system
- Real-time dashboard access
- Monthly performance reports

2. Incident Reporting

- Root cause analysis for all Critical Failures

- Monthly incident summary
- Trend analysis
- Improvement recommendations

****SERVICE CREDITS****

1. Credit Schedule

- Availability < 99.9%: 5% of monthly fee
- Availability < 99.5%: 10% of monthly fee
- Availability < 99.0%: 20% of monthly fee
- Critical Failure: 5% per incident

2. Credit Claims

- Must be submitted within 30 days
- Supporting documentation required
- Applied to next invoice
- Non-transferable

****EXCLUSIONS****

1. Force Majeure events
2. Customer infrastructure failures
3. Unauthorized modifications
4. Operation outside specified parameters
5. Third-party software integration issues

****MODIFICATIONS****

1. Polar Dynamics may modify these Service Level Terms upon 30 days' written notice.
2. Material changes require customer acknowledgment.
3. Emergency changes may be implemented immediately for security or safety reasons.

****TERM AND TERMINATION****

1. Term aligns with master services agreement

2. Automatic renewal unless terminated
3. 90-day written notice required for non-renewal
4. Immediate termination for repeated Critical Failures

****GOVERNING LAW****

These Service Level Terms shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to its conflict of law provisions.

IN WITNESS WHEREOF, the parties have executed these Service Level Terms as of the Effective Date.

POLAR DYNAMICS ROBOTICS, INC.

By: _

Name: Katherine Wells

Title: Chief Financial Officer

Date: _

[CUSTOMER NAME]

By: _

Name: _

Title: _

Date: _