# Service Level Agreement (SLA) CloudNova Solutions

Effective Date: January 1, 2026

1. Overview CloudNova Solutions ("Provider") agrees to deliver managed cloud hosting, storage, and compute services to Customer under the terms of this Service Level Agreement ("SLA").

2. Service Scope Services covered by this SLA include: • Compute Instances • Managed Storage • Network Bandwidth • Support Helpdesk

Services not covered include third-party applications and integrations not provisioned by CloudNova Solutions.

3. Service Availability Provider commits to 99.95% uptime per calendar month, excluding scheduled maintenance. Availability is calculated as:

Availability % = (Total Minutes – Downtime Minutes) / Total Minutes × 100

4. Scheduled Maintenance Provider may conduct scheduled maintenance with 48 hours prior notice. Maintenance windows will not exceed 4 hours per month.

5. Incident Response & Support Severity Levels and Response Times: • Critical (S1): 30 minutes response • Major (S2): 2 hours response • Minor (S3): 24 hours response

Support Hours: S1 & S2: 24/7 S3: Business Days, 9am–6pm SGT

6. Service Credits If uptime falls below SLA thresholds, Customer shall be entitled to service credits as follows: • 99.95% or above: No credit • 99.0% to 99.949%: 10% credit • 98.0% to 98.999%: 25% credit • Below 98.0%: 50% credit

Credits apply to monthly service fees and must be claimed within 30 days of incident.

7. Data Protection & Backup Provider performs daily backups stored in a separate availability zone with retention of 30 days. Provider is not liable for Customer-originated data deletion.

8. Security Responsibilities Provider is responsible for infrastructure-level security. Customer is responsible for identity access management and data governance configurations.

9. Termination Either party may terminate with 30 days written notice. Termination due to Provider breach entitles Customer to prorated refunds.

10. Liability Limitations Provider's liability shall not exceed fees paid by Customer in preceding 12 months. No indirect or consequential damages shall apply.

11. Governing Law This SLA is governed under the laws of Singapore.

Signed for and on behalf of CloudNova Solutions.