Enterprise Service Level Agreement

1. Overview

This service level agreement (hereinafter referred to as "SLA") shall be an integrated part of the Agreement (defined below). The intent of this SLA is to ensure the proper understanding and commitments for effective support and the measurement of such in the operations of the Deliverables provided to the Customer. Boost.ai may review and amend as required this SLA in lieu of a 60 days notice prior written notice to the Customer informing the Customer of all material subsequent revisions. Any amendments of this SLA shall not materially reduce the benefits offered to the Customer under this SLA.

2. Definitions and interpretations

Capitalized terms not defined hereunder shall have the meaning ascribed to them under the Agreement (as defined below).

"**Agreement**" shall mean the customer agreement entered by and between the Parties regulating the Customer's use and access to the boost.ai's conversational AI solution ("Deliverables").

"**Availability**" shall mean to the degree the Deliverables is accessible to the Customer and/or Users. If the user is experiencing a Critical Bug or Outage, it means the Deliverable(s) does not have Availability.

"**Business Days**" shall mean days from Monday to Friday during Coverage Hours excluding US public holidays.

"**Coverage Hours**" shall mean hours between 09:00AM and 05:00PM EST (New York) on Business Days.

"**Critical Bug**" shall mean a reproducible software defect that significantly impacts the core functionality of the Deliverables, preventing Customers from achieving their intended goals or

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causing significant service disruptions. It results in a major service disruption, data loss, or security vulnerability.

"**Customer Support Portal**" shall mean the online platform (https://support.boost.ai) where users should create and manage tickets to address their issues or inquiries under this SLA. It serves as a centralized hub for submitting requests, tracking resolutions, and interacting with support teams.

"**Outage**" shall mean a period when the End-User or Customer is unable to access the Deliverables. Examples can be Chat API going down or the Admin Panel not accessible. Outage shall not include:

- Scheduled Maintenance or scheduled network, hardware, service maintenance or upgrades.
- The acts or omissions of the Customer or the Customer's employees, agents, contractors, or anyone gaining access to the Deliverables by means of passwords or equipment.
- Customer's requested changes.
- Force majeure events provided under the Agreement.

"**In Production**" shall mean an instance that is currently live facing not only the Customers user but also the end users.

"**Incident**" shall mean any set of circumstances resulting in a failure to meet the service level contained herein.

"**Incident Report**" shall mean a formal written description of an unusual occurrence, particularly an error or malfunction or impairment that may have adverse consequences.

"Non-production" shall mean an instance that is in a pre-production state (not yet live or facing end users), whether or not it is in the final stages before production or not.

"Question" shall mean a ticket type submitted via the Customer Support Portal where the Customer seeks guidance, clarification, or information regarding the functionality, configuration, or usage of the Deliverables. Such tickets do not report a malfunction or loss of service but are inquiries intended to support effective use of the platform.

"Request" shall mean a ticket type submitted via the Customer Support Portal where the Customer requires support in executing a specific task or action related to the Deliverables, including, but not limited to, configuration adjustments, data exports, or usage support. A Request does not indicate a

defect or system issue but may require manual assistance or input from boost.ai. Depending on the nature and scope of the work, such Requests may be subject to additional fees, to be agreed upon in advance by the Parties.

"**Resolution Time**" shall mean the time taken from an Incident is reported and boost.ai has received sufficient information from the Customer in the Customer Support Portal to allow boost.ai to work on the Incident until the reported Incident is resolved.

"**Response Time**" shall mean the time taken from an Incident is reported in the Customer Support Portal until the requestor has received an update and/or confirmation that the Incident is currently undergoing resolution activities.

"**Scheduled Maintenance**" shall mean downtime in relation to planned work in accordance with the maintenance plan. Boost.ai's maintenance window is set typically to Saturdays 08:00-08:30 UTC. However, this maintenance window may change, including in response to requirements from third-party providers or other operational needs. In such cases, boost.ai will provide reasonable prior notice to the Customer.

"**Workarounds**" shall mean a change in the procedure followed or data supplied by the Customer to avoid an error without substantially impairing Customer's use of software.

All calculations under this SLA, including those related to availability, compensation, and optimal service availability, shall be performed on a per-Customer environment/instance basis. These calculations will not be aggregated or averaged across multiple Customer environments or any Group Company environments. This entails that SLA metrics are measured and applied independently for each specific Customer Environment.

3. Applicability

For the avoidance of doubt this SLA shall only cover the following services and does not supersede any other clauses provided for in the Agreement, except in relation to service availability, unless otherwise expressly agreed in the Agreement:

Application administration: Software installation and software updates (patches, upgrades, support and maintenance).

Technical support: Available through ticketing using the Customer Support Portal.

Service management: Activation of Deliverables, security monitoring, change control, problem management and escalation procedures.

System administration: Performing system configuration, deployment, support, monitoring, response, repair, tuning and capacity planning related to the hosting environments of Deliverables at eg AWS..

Data backup and retention: Backups of Customer's database.

3.1. Availability

The following table (3.1.1) describes the Availability that boost.ai commits to maintain:

Measurement	Uptime	Service impairment category
Outage on Chat API endpoint and/or boost.ai chat interface In Production.	99,8%	1
Outage on Voice In Production.	99,9%	1
Outage on boost.ai Human Chat Human Chat In Production.	99,5%	2
Outage on Admin Panel In Production.	99,5%	2
Outage on boost.ai provided LLM In Production.	99,5%	2
Critical Bug on Chat API endpoint and/or boost.ai chat interface In Production.	99,5%	2
Critical Bug on Voice In Production.	99,5%	2
Critical Bug on boost.ai Human Chat In Production.	99,5%	2
Critical Bug on Admin Panel In Production.	95%	3

Critical Bug on boost.ai provided LLM In Production.	95%	3
Outage and critical bugs on the Admin Panel, boost.ai Human Chat or the virtual assistant chat in Non-Production.	95%	3

3.2. Priority levels

The following table (3.2.1) describes how reported Incidents are assigned a priority rating which is determined by the boost.ai support team based on the information received in the ticket, the extent of the impairment and sensitivity - including, but not limited to - time. The Response and Resolution Time are given for reference purposes only and do not affect how compensation - which is based on Availability - will be calculated. Response and Resolution time only applies to tickets with the associated ticket type “Issue”, and ticket statuses “Ticket received” and “We are working on it”.

Priority level	Problem description	Initial response time	Target resolution time	Commitment
Urgent	The Incident causes complete and critical loss of a service that is mission critical to the business of Customer, and as a result their work cannot reasonably continue. The Incident is reported by phone to our on-call Operations Engineer at +47 913 49 803.	**15 min** (when reported by phone)	**1 hour** (when reported by phone)	Boost.ai dedicates continuous effort to the issue, actively monitoring and troubleshooting until a viable solution is identified. This approach involves collaborative problem-solving, regular updates, and a commitment to minimizing downtime, ensuring that we address the problem as swiftly and effectively as possible.
High	The Incident causes a loss of service at major inconvenience for the Customers users and/or end users as a result of a major software function or feature	**15 min** (when reported by phone)	**3 hours** (when reported by phone)	Worked on continuously until a solution is found or a viable Workaround can be applied to allow operation to continue in a restricted fashion.

	that is experiencing a reproducible problem. An acceptable Workaround may or may not be available, however, operation can continue in a restricted fashion.			If a permanent Workaround can not be found, and the next version release is not imminent, boost.ai will issue a version patch (quick release) to solve the specific issue.
Mid	A feature and/or function of the Deliverables is frequently not working for most users, or it is constantly experiencing performance issues and/or unexpected behavior. The problem is reproducible, causes a loss of service and causes a significant inconvenience for the Customer. An acceptable Workaround may or may not be available, however, operation can continue in a restricted fashion.	**5 Coverage Hours**	**3 Business Days**	The problem will be worked on until fixed or a reasonable Workaround is applied. If a permanent Workaround can not be found, and the next version release is not imminent, boost.ai will issue a version patch (quick release) to solve the specific issue.
Low	A feature and/or function of Deliverables are often experiencing performance issues and/or unexpected behavior for some users. The Incident causes a minor loss of service and/or inconvenience to the Customer.	**10 Coverage Hours**	**14 Business Days** or mutually agreed time	Boost.ai will work with the Customer to mutually prioritize and schedule resolutions into regular release cycles.

The following table (3.2.2) describes additional ticket types accepted through the Customer Support Portal that are not categorized as Issues and therefore not subject to availability or compensation metrics. These tickets support the effective use and administration of the Deliverables.

Ticket type	Description	Initial response time	Target resolution time
Question	The Customer seeks guidance, clarification, or information on how to use a feature or configure functionality.	**Next business day**	**N/A** (Informational response only)
Request	The Customer requests support in completing a task such as data exports, configuration, or usage-related assistance.	**Next business day**	**5 Business Days** (Depending on complexity. May be subject to additional fees.)

3.3. Maintenance

Boost.ai reserves the right to make commercially reasonable updates and changes to the Deliverables from time to time, including, but not limited to, changing, adding, modifying, discontinuing or removing features or functionalities from the Deliverables as part of ordinary upgrade and maintenance of the Deliverables. Such updates will primarily be implemented in newer versions of the Deliverables. However, repairs of an emergency or critical nature may result in the Deliverables not being available for the Customer's usage during the course of such repairs. Boost.ai hereby reserves the right to take down the server(s) in the data center in order to conduct routine maintenance to the Deliverables.

3.4. Escalation Procedure

Boost.ai maintains an internal escalation procedure designed to ensure appropriate visibility, ownership, and prioritisation of tickets that require urgent attention or have not progressed according to agreed response and resolution targets. Escalations may be triggered either by elapsed SLA timelines or through customer-initiated requests where the impact or urgency has changed.

Tickets follow a tiered support structure:

- First Line: Customer Support Agents
- Second Line: Operations Engineers
- Third Line: Developers or Software Engineers

All incoming tickets are handled initially by First Line Support unless submitted with “Urgent” priority, in which case they must be reported by phone and will be escalated directly to Second Line.

Escalation may also be initiated under the following conditions:

- The ticket has not received a response or progressed toward resolution within the applicable SLA target.
- The Customer flags a change in urgency or impact (e.g. Incident worsening).
- The issue is business-critical (e.g. Chat API outage In Production).
- The Customer follows up on a ticket that appears stalled or inactive.

Escalations proceed through the following levels:

Escalation level	Applicable ticket priority	Trigger	Action required by Customer	Responsible Role
1	Low, Mid	SLA response or resolution time breached	Add a comment to the ticket via the Support Portal	First Line Support, Team Lead (Customer Support)
2	Mid, High	SLA time breached or Customer flags increased impact	Add a comment to the ticket with updated context	Second Line, Team Lead (Operations)
3	High, Urgent	Business-critical issue in production, extended outage and/or repeated failures of business-critical impact.	Call on-call Operations Engineer directly	On-call Operations Engineer

Important Notes

- “Urgent” tickets must always be reported by phone to ensure immediate attention. Failure to do so may delay handling and boost.ai is not responsible for such delays.
- Requestors must ensure escalations are based on business impact and not solely internal deadlines or meeting schedules.
- Escalations will be acknowledged and actioned during Coverage Hours. Tickets escalated outside these hours will be handled on the next Coverage Day unless they fall under the High/Urgent priority.

4. Compatibility with new software

Boost.ai develops the chat panel according to best practices and validates browser compatibility with leading browsers and their versions for the last 24 months. These browsers include Firefox, Chrome, Safari, Opera, Edge, and most other modern browsers.

However boost.ai shall not be responsible for any validation and is not liable for ensuring all possible combinations of browsers, browser versions and platforms (CMS, communication tools etc.).

Example: Browser (IE), browser version (IE11) and platform (e.g. Sharepoint).

The Customer hereby consents and acknowledges that prior to upgrading the Customers own software or services used to integrate with the Deliverables, the Customer is solely responsible for verifying and ensuring that such integration(s) is compatible with their current or future versions of the Deliverables or Conversational AI Solution. Boost.ai shall not be responsible for any failures or malfunctions resulting from such upgrades.

5. Exceptions and limitations

Notwithstanding the exclusions of liability established by the Agreement, this SLA expressly excludes the following:

A. Training of machine learning models. , i.e. running a training of intent or entity models in the admin panel. Notice: While errors happening during this activity are supported, they are not considered to be down time or critical loss of service and therefore not covered by SLA uptime.

B. Installation, configuration and technical support for Customer equipment or operating systems.
C. Technical support, consultation or problem resolution pertaining to software applications other than those supplied by boost.ai and described in this SLA.
D. Resolution of problems resulting from negligence of the system user. Including specifically incorrect data entry, the use of altered data or source code and the failure to use the service according to the instructions provided in documentation.
E. Support for development (SDK, Web pages, etc.), integration and custom reports, whether developed by the Customer or any party other than boost.ai.
F. Any alterations, additions or removals, performed by parties other than boost.ai, except for programs using the product interfaces provided by boost.ai.
G. Maintenance and support for test instances and sand boxes. Notice: Fixing of Incidents on these instances are supported, but they are not considered to be down time or critical loss of service and therefore not covered by SLA uptime.
H. 3rd party integrations.
I. Beta services.
J. On-prem solutions.
K. Failures by the Customer to set up fallback solutions, to the extent such solutions are made available in the Admin Panel. For example, and for illustrative purposes only, boost.ai currently allows Customers to designate a fallback provider for Speech-to-Text and Text-to-Speech services.

If the Customer requires that a member of boost.ai's staff provide services pertaining to any of the above exclusion, the Parties shall regulate this in a separate agreement or Scope of Work.

6. User support and self-service resources

Our support levels extend beyond Incident Resolution and Downtime management to provide ongoing assistance for user questions, guidance, and requests related to the effective use of our

platform. We offer multiple support channels and resources as self-service options in our “Help Center” to promote user autonomy and ensure easy access to critical information:

The embedded Knowledge Base: A comprehensive library of contextual how-to articles and guides accessible directly within the platform to help users find quick answers to then-and-there questions.

Technical documentation: In-depth documentation on platform features, setup, integrations, and advanced configurations, available in our documentation portal and embedded Knowledge Base.

Community: A space where users can ask questions, share solutions, attend lives and learn from one another. Find it at https://boost.ai/community

Academy: An educational platform offering interactive courses and resources to deepen user expertise and support onboarding. Find it at https://academy.boost.ai

Customer Support Portal: Our support team is available to assist any inquiries in a ticket/email based format.

On-call Operations Engineer: Our Operations team works with on-call engineers available to assist with Critical incidents (such as complete loss of service and outage). Call +47 913 49 803 for Critical incidents only.

Together, these resources are designed to provide 24/7 access for any user of the platform to be supported and enabled for self-guided learning and troubleshooting.

7. Compensation

Compensation will be based on monthly Availability and will be calculated in accordance to the formula provided below:

$$\frac{1-(D-P)}{N} \times 100 = Uptime\ \%$$

D = Downtime in minutes; the sum of Outage and/or Critical Bug

P = Scheduled Maintenance (and other events not included in Outage ref Definitions) in minutes

N = Service time; the total number of minutes in the month of the Incident.

If the service uptime is lower than Optimal Service Availability for the given service impairment category, boost.ai will compensate the Customer. Compensation will be calculated as a percentage of the monthly Subscription Fee and Conversation/minutes prices for the affected service. For the purpose of clarity, if prices are not provided on a monthly basis, the Subscription Fee will be divided so that a monthly fee can be obtained for the purpose of compensation under this SLA. Service impairments resulting in compensation that occur within 30 days prior to the next invoice will be credited in the subsequent invoice.

The service impairment category will dictate the compensation level. In case of an incident causing lower than optimal service availability of several service impairment categories, the Customer will be entitled to the highest compensation level triggered.

Compensation levels are not cumulative. For example, if the entire service experiences Downtime, which means that the chat, boost.ai Human Chat and Admin Panel are all out of service at the same time, the Customer will be entitled to compensation level 1. For additional information about the triggers for the different compensation levels, see the table under “Availability” above.

Boost.ai will, following an internal investigation, provide to the Customer an Incident Report which will provide details about the Incident without undue delay, including how it was received, resolved, and any corrective or preventive measures available. Please note that the Incident Report is only applicable to Incidents qualifying for compensation and shall not be deemed an admission of guilt or liability by boost.ai. Customer understands that investigation and reporting require time, and boost.ai may need additional time before issuing a comprehensive Incident Report.

Compensation level 1: Optimal service availability 99,8%	
Uptime	**Compensation**
> 99,8%	0%
99% - 99,8%	5%
98% - 98,999%	10%
97% - 97,999%	12%
< 97%	15%

Compensation level 2: Optimal service availability 99,5%	
Uptime	**Compensation**
> 99,5%	0%
97% - 99,5%	5%
94,5% - 96,999%	10%
92% - 94,499%	12%
< 92%	15%

Compensation level 3: Optimal service availability 95%	
Uptime	**Compensation**
> 95%	0%
90% - 95%	5%
85% - 89,999%	10%
80% - 84,999%	12%
< 80%	15%