

SERVICE LEVEL AGREEMENT

Service Availability, Support Response & Incident Management Commitments

This Service Level Agreement (“SLA”) describes the service availability, support commitments, and remedies applicable to the Avo Assure cloud platform (the “Service”). This SLA is designed to be simple, transparent, and easy to understand.

Document Control

This SLA reflects a First-Response-Time commitment model. Support targets below describe how quickly Avo will respond to a reported issue by severity, Avo does not commit to fixed resolution or review-time targets. Severity definitions, uptime commitment, and escalation procedures remain unchanged from prior drafts.

1. Scope of This SLA

This SLA applies only to the production, cloud-hosted components of the Service. It does not apply to professional services, beta or trial features, custom integrations, or customer-managed or on-premises deployments unless expressly agreed in writing.

2. Service Availability

2.1. Availability Commitment. Avo commits to providing the Service with a Monthly Uptime Percentage of at least 99.5% during each calendar month, using commercially reasonable efforts.

2.2. Uptime Calculation.

Monthly Uptime % = ((Total Minutes in Month - Total Downtime Minutes) ÷ Total Minutes in Month) × 100

2.3. Definition of Downtime. “Downtime” means any period during which the Service is completely unavailable, or materially unusable for all customers, as determined by Avo's monitoring systems.

2.4. Exclusions. Downtime does not include interruptions resulting from:

- Scheduled maintenance
(with at least two (2) weeks' prior notice, per Section 3)
- Emergency maintenance required to prevent imminent failure
- Customer configuration issues or misuse
- Failures of third-party services outside Avo's control
- Force majeure events

3. Maintenance and Updates

Avo may deploy updates and enhancements to the Service from time to time. Updates to cloud-hosted components may be deployed automatically and without prior notice.

For scheduled maintenance expected to cause downtime, Avo will use commercially reasonable efforts to provide at least two (2) weeks' advance notice. Each maintenance event may include up to twelve (12) hours of downtime.

4. Incident Severity Levels

Support issues are classified based on their impact on the Service:

- **Severity 1 (Critical):** The Service is completely unavailable, or a critical function is unusable with no workaround.
- **Severity 2 (High):** Major functionality is significantly degraded, but the Service remains operational.
- **Severity 3 (Medium):** Non-critical functionality is impaired, and a workaround exists.
- **Severity 4 (Low):** Minor issues, cosmetic defects, or general inquiries.

5. Response Targets

5.1 Support SLA:

Avo will use commercially reasonable efforts to meet the following First Response Time targets, measured from the time an issue is logged with Avo support:

Severity	First Response Target
P1 – Critical	2 business hours
P2 – High	4 business hours
P3 – Medium	1 business day
P4 – Low	2 business days

These are response-time targets only, Avo does not commit to a fixed resolution or review-time target. These timelines are commercially reasonable efforts, not guarantees, and failure to meet them does not constitute a breach, provided Avo continues to work diligently toward resolution.

The Response SLA will only be applied during the Avo Support Operating Hours defined in section 5.2

5.2 Support Operating Hours

Avo Support Team operating hours are from Monday to Friday from **11:00 AM to 4:30 AM India Standard Time** (IST, UTC+5:30).

IST is used as the fixed reference time zone for this SLA, as India does not observe Daylight Saving Time. Local time equivalents for stakeholders in other regions are provided for reference in Table 1 below and are subject to seasonal shifts due to DST observed in those regions.

Region	Time Zone	Standard Time (Winter)	Daylight Saving (Summer)
India	IST (UTC+5:30)	11:00 AM – 4:30 AM	No Change
US East Coast	ET	12:30 AM – 6:00 PM (PST, UTC -5)	1:30 AM – 7:00 PM (EDT, UTC-4)
US West Coast	PT	9:30 PM (prev. day) – 3:00 PM (PST, UTC-8)	10:30 PM (prev. day) – 4:00 PM (PDT, UTC-7)
UK	GMT/BST	5:30 AM – 11:00 PM (GMT, UTC+0)	7:30 AM – 1:00 AM (CEST, UTC+2)
Central Europe	CET/CEST	6:30 AM – 12:00 AM (CET, UTC+1)	7:30 AM – 1:00 AM (CEST, UTC+2)

Note on Daylight Saving Time

Regions observing Daylight Saving Time (US and Europe) will experience a 1-hour shift in the local equivalent of these support hours twice a year, typically in March and November (dates vary by region and year). Since IST remains fixed, no adjustment to the support hours themselves is required. Only the local time representation for affected regions changes.

5.3 Support Channel

Avo Support Portal: <https://support.avoautomation.com/home>

We do not support the following channels – Phone and Email.

5.4 Support Escalation Process

Level 1 – Support Agent/Support Manager

Level 2 – Customer Success Manager

Level 3 – Head of Support/Head of Customer Success

Level 4 – VP of Customer Success/VP of Engineering

5.5 SLA Exclusion Conditions

Support SLA Exclusions:

1. Issues caused by customer's misuse or unauthorized modifications
2. Failures arising from customer's own infrastructure, network, hardware, or third-party software/integrations not provided by Avo
3. Scheduled maintenance windows communicated in advance
4. Emergency maintenance required to address security vulnerabilities or critical fixes
5. Force majeure events – natural disasters, war, government actions, internet backbone outages, or other events beyond reasonable control
6. Issues on unsupported versions, beta/trial features, or deprecated functionality
7. Suspension of service due to non-payment or breach of agreement terms
8. Issues reported through channels other than the designated support process

6. Critical Incident Management

6.1. Escalation. Severity 1 issues are escalated to Avo's engineering leadership within two (2) hours and actively managed until service is restored or a reasonable workaround is provided.

6.2. Response Commitment. For all Priority 1 (P1) incidents, Avo will acknowledge the incident within 30 minutes of detection or notification, assign qualified technical resources immediately, and begin remediation efforts without delay.

6.3. Communication. During a Critical Incident, Avo will provide updates at least every 60 minutes, communicate via status page and/or customer communication channels, and notify customers upon service restoration.

6.4. Mitigation and Restoration. Avo will use commercially reasonable efforts to restore Service availability as quickly as possible, implement temporary workarounds if full restoration is delayed, and progressively return the Service to full functionality.

6.5. Resolution Approach. Avo does not guarantee specific resolution times. All Critical Incidents will be treated with the highest priority until resolved.

6.6. Post-Incident Review. For major incidents, Avo will provide a Root Cause Analysis (RCA) including a description of the incident, root cause, corrective actions taken, and preventive measures. The RCA will be delivered within five (5) business days after resolution.

7. Customer Responsibilities

To receive support under this SLA, Customer must:

- Provide sufficient information and reasonable cooperation necessary for Avo to diagnose and resolve reported issues,
- Grant Avo reasonable access to relevant systems, environments, logs, and configurations where required for troubleshooting, and
- Ensure that any Customer-Managed Components are maintained in a supported and compatible state.
- **“Customer-Managed Components”** means any hardware, software, systems, environments, infrastructure, network configurations, operating systems, browsers, integrations, or third-party tools that are controlled, hosted, configured, or maintained by the Customer or by a third party on the Customer's behalf and are not provided or managed by Avo as part of the Service.

For purposes of this SLA, Customer-Managed Components must be maintained on versions that are currently supported by the applicable vendor and compatible with the Service, in accordance with Avo's published documentation or technical requirements in effect at the time of the support request.

Avo will not be responsible for incidents, delays, or degradation of the Service caused by unsupported, misconfigured, or outdated Customer-Managed Components.

8. Service Credits

If Avo fails to meet the 99.5% availability commitment for two consecutive months, or three months in any rolling six-month period, customers may request service credits as follows:

Monthly Availability	Service Credit
< 99.5% and $\geq$ 99.0%	5%
< 99.0% and $\geq$ 98.0%	10%
< 98.0%	15%

Service credits apply to the affected monthly subscription fees and are the customer's sole and exclusive remedy for failure to meet service levels.

9. Order of Precedence

In the event of any conflict, the following order of precedence applies: (1) the Order Form, (2) this SLA, and then (3) the Master Agreement or EULA.