

UNIKRON SERVICE LEVEL AGREEMENT (SLA)

Effective Date: Date of Client’s acceptance of the Institutional Client Addendum.
Governing Document: UNIKRON Master Terms of Service (Master ToS), Article 4 (Last Updated: 29.10.2025).

This SLA is incorporated by reference into the Master ToS and governs the availability and performance of the Services. Service Credits are the sole and exclusive remedy for failure to meet Service Levels and are subject to the overall Limitation of Liability in Article 10.3 of the Master ToS.

SECTION 1: DEFINITIONS

Monthly Uptime Percentage: Calculated as ‘(Total Minutes in Month – Downtime Minutes) / Total Minutes in Month × 100’.

Downtime Minutes: The total number of minutes in a month during which the Services are Unavailable. Only minutes during which the Client made bona fide requests are counted.

Unavailable: A period of five (5) or more consecutive minutes during which the Services return HTTP error codes 5xx or network timeout errors for more than 50% of authenticated requests, as measured by our monitoring systems.

Service Credit: A credit calculated as a percentage of the monthly fees for the affected Service tier, applied against future invoices. This constitutes the sole and exclusive remedy for Service failure.

SECTION 2: SERVICE COMMITMENTS AND SERVICE CREDITS

Nokor commits to the following Monthly Uptime Percentages, subject to the exclusions in Section 3.

Service Tier	Monthly Uptime Commitment	Service Credit (If Commitment Missed)
Standard Tier	≥ 99.0%	98.0% ≤ Uptime < 99.0%; 10% Credit Uptime < 98.0%; 25% Credit
Professional Tier	≥ 99.5%	99.0% ≤ Uptime < 99.5%; 10% Credit

		Uptime < 99.0%; 25% Credit
Enterprise Tier	≥ 99.9%	99.5% ≤ Uptime < 99.9%; 10% Credit Uptime < 99.5%; 25% Credit

Maximum Service Credit: The total Service Credits issued to a Client for all SLA failures in a single calendar month shall not exceed 25% of that month's fees for the affected Services. All Service Credits are subject to the overall Limitation of Liability in Article 10.3 of the Master ToS and shall not exceed the liability caps set forth therein.

SECTION 3: SLA EXCLUSIONS

The following are expressly excluded from Downtime calculations:

- Scheduled Maintenance: Predefined maintenance windows (typically weekends 22:00-06:00 CET) with 48 hours' advance notice.
- Emergency Maintenance: Critical maintenance for security threats, system stability, or regulatory compliance.
- Client-Caused Issues: Problems from Client's systems, networks, credentials, or breach of Acceptable Use Policy.
- Force Majeure Events: Circumstances beyond reasonable control, as defined in Article 10.4 of the Master ToS.
- Third-Party Services: Issues with internet service providers, cloud infrastructure, or other external dependencies.
- Client-Specific Configuration: Problems limited to a single Client's configuration or usage patterns.

SECTION 4: CREDIT REQUEST AND MEASUREMENT

Credit Request: Clients must submit credit requests via email to billing@unikron.ch within 30 days of the month in which the downtime occurred.

Measurement: Nokor's measurements and monitoring data shall be definitive for calculating Service Credits. We will provide reasonable evidence of uptime calculations upon valid request.

SECTION 5: GOVERNING LAW AND INTEGRATION

This SLA shall be governed by Swiss law, and the exclusive place of jurisdiction shall be Schwyz, Switzerland, consistent with Article 12 of the Master ToS. This document forms an

integral part of the Agreement between the parties and should be read in conjunction with the Master Terms of Service (29.10.2025), Institutional Client Addendum, and other incorporated ancillary documents.