

SERVICE LEVEL AGREEMENT – SEFLOW CLOUD SERVICES

1. Subject matter and purpose of the document

The purpose of this Service Level Agreement (hereinafter referred to as "SLA") is to define the parameters for the provision of the Seflow Cloud service (hereinafter referred to as "Service") and for monitoring the level of quality actually provided.

The objective of the SLA is also to define the rules of interaction between Seflow and the Customer. This SLA is an integral part of the Contract entered into between Seflow and the Customer in accordance with the procedures set out in Article 3 of the Terms and Conditions of Service Provision.

This SLA applies separately to each Customer and for each Contract.

2. Validity and duration of the SLA - amendments or replacements of the SLA

This SLA shall enter into force for an indefinite period for each Customer from the date of conclusion of each Contract and shall terminate upon termination of the Contract to which it refers.

Seflow reserves the right to modify or replace it several times during the term of the Contract and at any time. The changes made to the SLA or the new SLA - replacing the previous one - shall come into force, again for an indefinite period or until the next modification or replacement, from the date of their publication on the page <https://www.seflow.net/contracts/>.

In this case, however, the Customer has the right to withdraw from the Contract in accordance with the procedures set out in the Contract within thirty days of the publication of the amendment and/or replacement of the SLA.

In the event of withdrawal by the Customer, the provisions of the Terms and Conditions of Service Supply shall apply.

3. SLA for operational functionality

3.1. Seflow will make every reasonable effort to ensure maximum availability of the virtual infrastructure created and allocated by the Customer and, at the same time, compliance with the following operational functionality parameters:

A) Data Center resources through which the Service is provided:

- 100% uptime on an annual basis for power supply and/or environmental air conditioning;
- The shutdown of the virtual infrastructure created and allocated by the Customer caused by a general power failure and/or loss of air conditioning constitutes a service disruption for which, depending on its duration, the Customer is entitled to compensation as determined in accordance with Article 6 of this SLA.
- 99.95% uptime on an annual basis, in terms of accessibility via the internet to the virtual infrastructure created and allocated by the Customer;
- Complete inaccessibility via the internet to the virtual infrastructure created and allocated by the Customer for a total time exceeding that determined by the uptime parameter guaranteed by Seflow constitutes a service disruption for which, depending on its duration, the Customer is entitled to compensation as determined in accordance with Article 6 of this SLA.

B) Virtual infrastructure created and allocated by the Customer:

- 99.95% uptime on an annual basis for the availability of the physical nodes (servers) hosting the Virtual Infrastructure;
- the failure of the virtual infrastructure created and allocated by the Customer - for a total time exceeding that determined by the uptime parameter guaranteed by Seflow - caused by failures and/or anomalies of the aforementioned physical nodes constitutes a disservice for which, depending on its duration, the Customer is entitled to compensation as determined in accordance with Article 6 of this SLA.

4. Scheduled maintenance

4.1. Scheduled maintenance time is not counted for the purposes of calculating Uptime.

Scheduled maintenance concerns activities carried out regularly by Seflow to maintain the functionality of the Data Center resources through which the service is provided and of the physical nodes that host the virtual infrastructure; it is ordinary and extraordinary.

4.2. Seflow will notify the Customer of any maintenance work to be carried out with a minimum of 48 hours' notice by email sent to the email address provided when placing the order. Seflow undertakes to make every reasonable effort to carry out scheduled maintenance at times of minimal impact on the Customer's virtual infrastructure.

5. Detection of faults and/or anomalies

5.1. Any faults and/or anomalies affecting the resources of the Data Center through which the Service is provided or the physical nodes hosting the virtual infrastructure created and allocated by the Customer shall be reported by the Customer by opening a ticket on the support service at <https://my.seflow.net>; However, for the purposes of recognizing the credits referred to in Article 6 below, only those disruptions that are also confirmed by the Seflow monitoring system will be taken into consideration.

5.2. Faults or anomalies can be reported by the Customer to the Seflow assistance service 24 hours a day. Each report received will be promptly forwarded to technical support, strictly respecting the chronological order in which it was received.

5.3. Seflow monitoring is carried out using specific software that detects and indicates any faults or anomalies, communicating them in real time to the 24/7/365 customer service department.

6. Credits

6.1. Under this SLA, Seflow grants the customer, as compensation, a credit equal to 5% of the total expenditure generated - in the thirty days prior to the disruption or in the month prior to the one affected by the disruption if the Customer has purchased a Service that is paid for on a monthly basis - for the part of the virtual infrastructure affected by it for each complete fraction of fifteen minutes of disruption beyond the limits set out in this SLA, up to a maximum of three hundred minutes.

6.2. In order to receive the Credit(s), the Customer

must submit a request to Seflow Customer Service by opening a ticket on the website <https://my.seflow.net> within 10 days of the end of the Service Disruption. Credits recognized by Seflow will be settled exclusively by crediting the relevant amount to the Management Panel.

6.3. Without prejudice to the above, it is understood that during the period of inactivity, the Service does not generate any expense; therefore, for this period, the corresponding amount specified in the Price List for each of the resources created and allocated by the Customer in the Virtual Infrastructure will not be deducted from the Top-up; any amount deducted in error will be refunded by Seflow through the Management Panel.

6.4. The Customer acknowledges and accepts that if they have purchased a Service for which payment is made on a monthly basis, no refund will be due from Seflow for the period of inactivity of the Service itself, except for the credit referred to in paragraph 6.1 above.

7. Limits of applicability of the SLA

The following are the conditions under which, despite the occurrence of any service disruptions, the Customer is not entitled to the compensation provided for in the SLA:

- cases of Force Majeure, i.e., events that objectively prevent Seflow personnel from intervening to perform the activities set out in the Contract for which Seflow is responsible (by way of example and without limitation: strikes and demonstrations blocking communication routes; road accidents; wars and acts of terrorism; natural disasters such as floods, storms, hurricanes, etc.);
- extraordinary interventions to be carried out urgently at Seflow's sole discretion to avoid dangers to the security and/or stability and/or confidentiality and/or integrity of the virtual infrastructure created and allocated to the Customer and the data and/or information contained therein. The Customer will be notified of any such interventions by email sent to the email address provided when placing the order, with less than 48 hours' notice or at the same time as the

operations in question or as soon as possible;

- unavailability or blocking of the virtual infrastructure created and allocated by the Customer attributable to:
 - a) incorrect use, incorrect configuration, or shutdown commands, whether intentionally or unintentionally performed by the Customer;
 - b) anomalies and malfunctions of application/management software provided by third parties;
 - c) non-compliance or breach of the Contract attributable to the Customer;
- an anomaly or malfunction of the Service, or their failure or delay in removal or elimination attributable to breach or violation of the Contract by the Customer or to misuse of the Service by the Customer;
- failure to connect the virtual infrastructure(s) to the public network due to the Customer's will or actions;
- causes that result in the total or partial inaccessibility of the virtual Infrastructure created and allocated by the Customer attributable to failures in the internet network outside the perimeter of Seflow and in any case beyond its control (by way of example only, failures or problems).