

SERVICE LEVEL AGREEMENT

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 Data Center services (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 terms and conditions set out in Article 1 of the Terms and Conditions of Service. 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 each Customer upon the conclusion of each Contract and shall terminate upon the 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 modifications made to the SLA or the new SLA - replacing the previous one - shall enter into force, until the next modification or replacement, from the date of their publication at

<https://www.seflow.net/contact.php>; for the the recognition of credits referred to in Article 6 below, only confirmed disruptions confirmed also by the the monitoring system monitoring system.
<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 Application shall apply.

3. Operational functionality SLA

Seflow will make every reasonable effort to ensure maximum availability of the Infrastructure and at the same time, compliance with the following operational functionality parameter "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 Infrastructure created and allocated by the Customer caused by a generalised power failure and/or environmental air conditioning failure 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.

- 99.95% uptime on an annual basis for Internet access to the Infrastructure.

- Complete inaccessibility via the internet to the Infrastructure for a total time exceeding that determined by the Uptime parameter guaranteed by Seflow constitutes a disservice for which, based on its duration, the Customer is entitled to compensation, the credit determined pursuant to Article 6 of this SLA.

4. Scheduled maintenance

Version 1.1

4.1. Scheduled maintenance time is not counted for the purposes of calculating Uptime. Scheduled maintenance refers to activities carried out regularly by Seflow to maintain the functionality of the Data Center resources through which the Service is provided; it is both routine and extraordinary.

4.2. Seflow will notify the Customer of maintenance work at least 48 hours in advance by publishing it on the website <https://my.seflow.net>, via email to the address indicated at the time of ordering and/or by other appropriate means. Seflow undertakes to make every reasonable effort to carry out scheduled maintenance activities at times of minimal impact on the Customer's 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 shall be reported by the Customer by opening a ticket on the support service. support at

<https://my.seflow.net/contact.php>; for the the recognition of credits referred to in Article 6 below, only confirmed disruptions confirmed also by the the monitoring system monitoring system.

5.2. Failures or anomalies can be reported by the Customer to the Seflow 24-hour assistance service at

24. Each report received will be promptly forwarded to technical support in strict compliance strictly the chronological order in which it is received;

5.3. Seflow monitors these systems using specific software that detects and indicates any faults or anomalies, notifying the 24/7/365 operational assistance service in real time.

6. Compensation

6.1. Pursuant to this SLA, Seflow grants the customer, as compensation, an extension of the duration of the Contract of 1 (one) day for each full fifteen-minute period of service disruption beyond the limits set forth in this SLA, up to a maximum of thirty days.

6.2. In order to receive compensation, the Customer must submit a request to Seflow Customer Service by opening a ticket on the website <https://my.seflow.net> within 10 (ten) days of the end of the Service Disruption. Compensation granted by Seflow will be managed by extending the duration of the Contract by the number of days accrued as compensation.

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:

- causes of Force Majeure, i.e., events that objectively prevent Seflow personnel from intervening to perform the activities set forth in the Contract at the expense of the its Seflow (in way merely illustrative and non-exhaustive: strikes and demonstrations with roadblocks; traffic accidents;

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wars and acts of terrorism; natural disasters such as floods, storms, hurricanes, etc.);

- extraordinary measures 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 structure and/or servers and the data and/or information contained therein. The Customer will be notified of any such measures by email sent to the email address provided when placing the order, with advance notice or less than 48 hours or at the same time as the start of the operations in question or as soon as possible;
- unavailability or blocking of the Customer's servers attributable to:
 - a) incorrect use, incorrect configuration or commands or other actions performed by the customer; b) anomalies and malfunctions of application/management software provided by third parties; c) breach or violation of the Contract attributable to the Customer;
- anomalies or malfunctions 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 Customer's server to the public network by the Customer's own choice or action;
- causes that result in the total or partial inaccessibility of the Customer's server 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).