

ANNEX I – SERVICE LEVEL AGREEMENT (SLA) – UPFLUX SUPPORT

Notice on this translation. This is an English courtesy translation of the document originally issued in Brazilian Portuguese (“ANEXO I – ACORDO DE NÍVEL DE SERVIÇO (SLA) – SUPORTE UPFLUX”). The Brazilian Portuguese version is the official document and shall prevail in the event of any discrepancy, divergence of interpretation or omission.

1. PURPOSE

1.1 To establish the quality, availability and accountability parameters of the technical support service provided by the LICENSOR (UpFlux) to the LICENSEE, ensuring transparency, operational efficiency and continuous improvement of the customer experience.

2. SUPPORT CHANNELS

2.1 Support is provided through the [Support Portal](#) link.

3. SUPPORT HOURS

3.1 Monday to Friday, from 8:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 6:00 p.m., except on national and regional public holidays.

3.2 For Critical (P1) priority incidents, an on-call arrangement may be made available, subject to specific additional contracting previously agreed between the parties.

4. SUPPORT SCOPE

The support scope covers:

- Handling of operational and technical enquiries;
- Correction of system failures or defects;
- Advance notice of updates and planned unavailability;
- Liaison with third-party providers (AWS, GCP, Microsoft, MongoDB).

5. PRIORITY LEVELS AND SLA

Priority	Definition	Response Time	Resolution Time	Availability
P1 – Critical	Total platform outage, with no workaround.	1 hour	4 hours	Business hours
P2 – High	Core function inoperative with high impact.	4 hours	8 business hours	Business hours
P3 – Medium	Partial failure, with a workaround available.	8 hours	5 business days	Business hours
P4 – Low	General requests, enquiries or improvements.	1 business day	7 business days	Business hours

6. INCIDENT ESCALATION

6.1 Tickets that exceed the expected resolution time are automatically escalated to higher support levels, following the structure below:

- Level 1: Initial handling and triage
- Level 2: Specialized technical analysis
- Level 3: Development or engineering

7. SUPPORT ELIGIBILITY

7.1 Only named users holding an active account may open tickets.

7.2 Support is restricted to the contracted and documented scope.

8. LIMITATIONS OF LIABILITY

8.1 The LICENSOR shall not be liable for failures arising from improper use or from the LICENSEE's local infrastructure.

9. CONTINUOUS IMPROVEMENT AND SLA REVIEW

9.1 This SLA shall be reviewed annually or upon contract renewal.

9.2 Continuous improvement shall be pursued based on indicators and feedback.

10. SUPPLEMENTARY TERMS

10.1 This SLA is bound to the terms available at the [Terms and Conditions](#) link, which forms an integral part of this agreement.