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Service Level Agreement

COMPANY	Docree Demo Software Ltd
REGISTRATION	HE 000000
EFFECTIVE DATE	November 28, 2026
VERSION	v1.0

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SECTION 01

Uptime Commitment

1.1 Docree Demo Cloud (the "Company") will use commercially reasonable efforts to make the Service available with a monthly uptime of 99.9% ("Uptime Commitment").

1.2 Uptime is calculated as: (Total Minutes in Month – Downtime Minutes) / Total Minutes × 100%. "Downtime" means periods when the Service is not accessible due to the Company's infrastructure, excluding the events set out in Section 2.

SECTION 02

Exclusions

2.1 Downtime does not include:

- Scheduled maintenance announced at least 72 hours in advance (max 4 hours/month).
- Emergency maintenance required to preserve security or service integrity.
- Force majeure events: natural disasters, cyberattacks, war, government actions.
- Customer-caused outages: misconfiguration, rate-limit violations, abusive usage.
- Third-party service failures outside the Company's direct control (DNS, CDN providers, ISPs).
- Beta or preview features, free-tier accounts, and services not in General Availability.

SECTION 03

Service Credits

3.1 If the Uptime Commitment is not met in a calendar month, the Customer is entitled to service credits:

Monthly Uptime	Service Credit
99.0% – 99.89%	10% of monthly fees
95.0% – 98.99%	25% of monthly fees
Below 95.0%	50% of monthly fees

3.2 Service credits are the Customer's sole and exclusive remedy for Uptime failures. Credits are applied to future invoices and are not payable as cash refunds.

3.3 Total service credits per month shall not exceed 50% of the Customer's monthly subscription fee for the affected Service.

SECTION 04

Support Response Times

4.1 The Company provides support with the following response-time targets:

Severity	Definition	Response Target
Critical (P1)	Service unavailable for the Customer	1 business hour
High (P2)	Major feature broken, no workaround	4 business hours
Medium (P3)	Minor feature issue, workaround exists	1 business day
Low (P4)	General questions, feature requests	3 business days

4.2 Support is available via email and in-product chat during business hours (9am-6pm UTC, Monday-Friday, excluding public holidays). Premium support plans may offer 24/7 coverage and faster response times.

SECTION 05

Claims & Procedure

5.1 To claim a service credit, the Customer must submit a request to hello@docree.com within 30 days of the end of the affected month, including: affected service, dates/times of downtime, and evidence of impact.

5.2 The Company will respond to credit requests within 15 business days. Approved credits appear on the next monthly invoice. Unused credits expire at subscription termination.

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