

Frekyl Software, Inc. Service Level Agreement (SLA)

This Service Level Agreement ("SLA") sets forth the service availability and support commitments for the Frekyl workforce automation platform. This SLA is incorporated by reference into the Master Service Agreement ("MSA") between Frekyl Inc. ("Frekyl") and the Customer.

1. Service Availability (Uptime)

Frekyl commits to providing a Monthly Uptime Percentage of 99.9%. This is calculated per calendar month, excluding downtime resulting from excused outages.

1.1 Excused Outages

- **Scheduled Maintenance:** Updates performed between 12:00 AM and 4:00 AM EST, provided Frekyl gives at least 48 hours' notice.
- **Emergency Maintenance:** Urgent patches required to maintain the security or integrity of the Services.
- **External Factors:** Failure of the Customer's internet connection, local hardware, or third-party telecommunications providers (e.g., global AWS or Twilio outages).

2. Technical Support Response Times

Support is available Monday through Friday, 8:00 AM to 5:00 PM EST, via support@frekyl.com. Response times are measured from the time a ticket is logged in the Frekyl support system.

Severity	Definition	Response Goal
P1 - Critical	System down or core absence reporting/shift scheduling is unusable for all users.	2 Business Hours
P2 - High	Significant feature malfunction affecting multiple users with no immediate workaround.	4 Business Hours
P3 - Normal	Minor bug, UI glitch, or performance lag. System remains functional.	1 Business Day
P4 - Low	General inquiries, feature requests, or minor cosmetic issues.	2 Business Days