



# Benelinx Service Level Agreement

Last Updated: March 17, 2026

This Service Level Agreement (“SLA”) forms part of the Benelinx Terms of Service made effective as of the Agreement Start Date, between Customer and Provider. Capitalized terms not defined herein are defined in the Agreement. Details regarding paid Support Services Plans are available here: <https://benelinx.com/customer-success/>.

## SERVICE AVAILABILITY

“Service Availability”	99.0% availability per calendar month, excluding reasonable and scheduled maintenance periods
“Scheduled Maintenance Period”	Saturday and Sunday, but subject to third party service providers with separate maintenance windows
“Maximum Scheduled Maintenance Duration”	Six (6) hours unless otherwise agreed
“Scheduled Maintenance Notice Period”	Five (5) days

## SUPPORT AVAILABILITY

Days	Monday to Friday, excluding U.S. federal holidays
Hours	8:00 AM to 6:00 PM Mountain Time

## SUPPORT RESPONSE TIMES

**Critical Issues** A “Critical Issue” is a technical defect with the Service Platform (a “Defect”) that results in at least one of the following: (i) the Service Platform is not accessible or produces no results, or (ii) Customer’s authorized users cannot run reports or access the application after repeated attempts. “Critical Issues” do not include downtime for scheduled or unscheduled maintenance.

Provider will adhere to the following timelines for Critical Issues:

	Standard Support	Any Paid Support Services Plan
Initial Notification	4 hours	Expedited
Resolution	Within 48 hours of Acknowledgment	Expedited
Communication Channels	Email	Email, Phone or Virtual Conference

**High Issues** A “High Issue” is a Defect that results in any of the following: (i) a channel for new applicant transaction processing submission is inaccessible; (ii) no report produces any data or the data has not been refreshed in fewer than twenty-four (24) hours; or (iii) internal system defects causing interfaces provided as part of the Service Platform to essential 3rd party products and services to not function properly.

Provider will adhere to the following timelines for High Issues:

	Standard	Any Paid Support Services Plan
Initial Notification	8 hours	4 hours
Resolution	Within 72 hours of Acknowledgment	Within 48 hours of Acknowledgment
Communication Channels	Email	Email or Phone

**Medium Issues** A “**Medium Issue**” is a Defect: (i) causing a significant, measurable disruption to Customer’s productive use of the Service Platform where there are workarounds; (ii) causing an insignificant disruption to Customer’s productive use of the Service Platform; or (iii) causing no disruption to Customer’s productive use of the Service Platform.

Provider will adhere to the following timelines for Medium Issues:

	<b>Standard Support</b>	<b>Any Paid Support Services Plan</b>
<b>Initial Notification</b>	24 hours	8 hours
<b>Resolution</b>	Within 5 days of Acknowledgment	Within 3 days of Acknowledgment
<b>Communication Channels</b>	Email	Email or Phone

**Escalations** Customer must provide Provider’s Escalation Manager with a written statement of business impact relating to the Defect. Provider may agree to shorten the resolution time for the Defect following an assessment of risk and business impact. Customer’s use of the escalation process must be reasonable in quantity and frequency, as determined by Provider in its reasonable discretion; escalations deemed excessive or unwarranted will not obligate Provider to accelerate resolution.

## SLA TERMS AND CONDITIONS

**1. Service Level Commitment.** The Provider commits to maintaining the specified Service Availability during each calendar month, excluding scheduled maintenance.

**2. Scheduled Maintenance.**

2.1 Scheduled maintenance will be communicated to the Customer in advance based on the Scheduled Maintenance Notice Period.

2.2 Scheduled maintenance will typically be conducted during off-peak hours to minimize disruption.

2.3 The Provider shall use reasonable endeavors to ensure that scheduled maintenance does not exceed the Maximum Scheduled Maintenance Duration.

**3. Excluded Downtime.**

3.1 “**Excluded Downtime**” means any period of unavailability of the Service Platform caused by: (a) scheduled maintenance, provided that the Scheduled Maintenance Notice Period is given; (b) Force Majeure Events; (c) issues arising from the Customer’s use, configuration, or network environment; (d) third-party dependencies outside the Provider’s control; (e) service suspension due to Customer’s breach of the Agreement; or (f) use of non-production features or environments.

3.2 Service Platform unavailability caused by the following will not count towards downtime calculations: (a) actions or inactions by the Customer or third parties outside the Provider’s control; or (b) Excluded Downtime.

**4. Support Commitments.**

4.1 Support will be provided through the designated channels (e.g., email, support portal).

4.2 The Provider will respond to issues within the Support Response Times based on the severity level of the issue.

**5. Service Platform Integrity.**

5.1 The Provider will implement reasonable administrative, physical, and technical measures to maintain the security, stability, and integrity of the Service Platform.

5.2 The Provider will promptly (including in accordance with applicable laws) notify the Customer of any known security breaches or service issues.