

SHIELDBASE SERVICE LEVEL AGREEMENT (SLA)

Last Updated: 2/2/2026

Effective Date:

Between:

For:

By: Shieldbase Pte Ltd

SLA OVERVIEW

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Shieldbase (the "Service Provider") and _____ (the "Customer") for the provisioning of services (the "Service" or "Services") required to support and sustain Shieldbase.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all Shieldbase Platform services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

GOALS AND OBJECTIVES

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Shieldbase Platform service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for Shieldbase Platform service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

PERIODIC REVIEW

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Customer Experience Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Customer Experience Manager: Diego Rojas

Review Period: Bi-yearly (6 months)

Previous Review Date: DD-MM-YYY

Next Review Date: DD-MM-YYYY

Service Level Agreement ("SLA") for the Shieldbase Platform

This document contains the supplementary provisions on availability, maintenance, and response and recovery times for the software as a service (Shieldbase Platform) provided by Shieldbase and the associated storage space. Please read this SLA carefully as it is the version in force at the time you enter into the Shieldbase Platform Service contract. If you have questions or comments about this agreement, please do not hesitate to contact us.

1. Subject Matter of the SLA

This SLA shall apply to the Shieldbase Platform and Services provided by Shieldbase. Shieldbase shall provide a highly secure and available network to the level contractually agreed, in order to supply its customers with the Contractual Services. Shieldbase makes every possible endeavor to provide customers with constant access to the Shieldbase Platform Service. The SLA also contains the provisions on the rights and remedies for the customer in the event that it experiences a service interruption as a result of a failure of Shieldbase' Shieldbase Platform Service.

2. Definitions

For the purpose of this SLA, the terms in bold below are defined as follows:

Available or Availability means when the customer has unrestricted access to the Shieldbase Platform Service provided by Shieldbase, subject to the exclusions defined under "Downtime" below.

Shieldbase Cloud means the network within Shieldbase's sphere of control.

Business Days means Monday to Friday excluding public holidays in the Customer's country of operations.

Business Hours at Shieldbase means from 10AM – 6PM GMT+8 on Business Days.

Downtime means the total number of minutes, outside Scheduled and Regular Maintenance periods, that the customer cannot access the Shieldbase Platform Service. The calculation of Downtime excludes time that the customer is unable to access the Shieldbase Platform Service due to any of the following:

- a. Scheduled Downtime
- b. Customer's own internet service provider
- c. Force majeure event
- d. Any systemic internet failures
- e. Any failure in the customer's own hardware, software or network connection
- f. Customer's bandwidth restrictions
- g. Customer's acts or omissions
- h. Anything outside of the reasonable control of Shieldbase

Emergency Maintenance is any maintenance by Shieldbase of which the customer has less than 5 Business Days' advance notice. Shieldbase may schedule Emergency Maintenance if it is deemed necessary to avoid any immediate threat to the environment or customer sites. Maintenance Notifications will be sent to the customer's support contact as defined by the customer.

Failover Tests means testing of mission-critical systems which may be performed in order to ensure that Shieldbase maintains the highest level of preparedness. These tests will fall outside the weekly maintenance window and the customer will be informed at least 20 Business Days in advance. During the failover testing, customers will experience brief periods of system unavailability.

Maintenance Notifications means communication from Shieldbase, via an email to the customer's designated support contact, regarding the date and time that Shieldbase intends to make the Shieldbase Platform Service un-available. The customer understands and agrees that there may be instances where Shieldbase needs to interrupt the Shieldbase Platform Service without notice in order to protect the integrity of the Shieldbase Platform Service due to security issues, virus attacks, spam issues or other unforeseen circumstances.

Maintenance Time means the time period during which the Shieldbase Platform Service may not be available each month so that Shieldbase can perform routine maintenance as needed to maximize performance.

Persons Authorized to Issue Instructions refers to a main and a backup representative of the customer responsible for receiving communications from Shieldbase and authorized under the Data Processing Agreement to issue instructions. Shieldbase must be informed promptly, at least by email, in the event of personnel changes, including when staff leave or change roles.

Regular Maintenance means maintenance performed as Shieldbase strives to ensure the highest level of availability for all customer sites. To do so, regular maintenance may require Shieldbase to take systems offline for brief periods of time in order to implement Updates,

Releases or changes. Shieldbase reserves the right to carry out Regular Maintenance once per week outside of Business Hours.

Response Time means the time period until Shieldbase's confirmation of the reported defect, from receipt of the information required from the customer for Shieldbase's support team to begin resolution and open a support ticket in Shieldbase's systems. After receiving a report of a defect, Shieldbase shall use an appropriate method to provide the customer with a progress update.

Recovery Point Objective or **RPO** means the maximum period contractually permitted under Section 4.3 in which data stored or transmitted in the Shieldbase Cloud might be lost.

Recovery Time Objective or **RTO** means the duration of time within which the Shieldbase Platform Service must be restored once it becomes un-Available.

Scheduled Downtime is downtime for Scheduled Maintenance.

Scheduled Maintenance shall be understood here to mean maintenance which occurs when Shieldbase detects an issue in the Shieldbase Cloud environment that requires action to avoid unscheduled maintenance in the future. Shieldbase reserves the right to schedule extended maintenance of the Shieldbase Cloud environment impacting on the Shieldbase Platform Service with a minimum of 5 Business Days' notice provided to the customer unless certain circumstances preclude Shieldbase from doing so, such as an external vendor issuing a change control to Shieldbase with less than 5 Business Days' notice. All Scheduled Maintenance will take place outside of Business Hours.

Service Level Credit means a credit applied to the customer's invoice in the invoice period following successful confirmation by Shieldbase of affected Shieldbase Platform Service metrics.

Total Monthly Minutes means the number of days in the month multiplied by 1,440 minutes per day.

3. Customer Responsibilities and Obligations to Cooperate

It is the customer's responsibility to ensure that it meets the following obligations to cooperate and that it does so at no cost to Shieldbase:

Have an internet connection with adequate bandwidth as follows:

- Your internet connectivity needs to support at least 20 Mbps downstream and 10 Mbps upstream consistently for a single user session of M365/Azure Apps, assuming there is no competing traffic on the network. We recommend higher rates for better experiences.
- Wi-Fi: Using the 5-GHz Wi-Fi band will usually produce better results than the 2.4-GHz Wi-Fi band, though both should work.

- (Mobile Data) Wi-Fi is the recommended network type since it supports a low latency, high bandwidth, and stable connection. Some mobile networks introduce jitter that can lead to a poor experience.

- Use an internet browser in accordance with the Software's minimum requirements:

Web browser	Oldest Version
Safari	16
Google Chrome	105
Microsoft Edge	118.0.2088.57
Mozilla Firefox	106.0.1
Opera	90.0.4480.54

- The customer is entitled to name up to five (5) employees by email, with names and contact data for verification, who can contact the Support Helpdesk provided by Shieldbase. The customer must inform Shieldbase immediately of any change in the named employees. The list shall be kept up to date by the customer.

- Provide Shieldbase, at least by email, with up-to-date information on the Persons Authorized to Issue Instructions, such as personnel changes.

- Report all incidents or issues to the Support Helpdesk promptly.

- Use anti-virus software with definitions updated daily at a minimum.

- Make every effort to be available to Shieldbase during the resolution of a service-related incident or a request.

4. Support Levels

4.1 Term of the SLA

This SLA shall apply to the Shieldbase Platform Service for the duration of the contract for Shieldbase Platform Service.

4.2 Shieldbase Platform Service Availability

To ensure that customers have access to their data when they need it, Shieldbase uses several levels of protection to provide customers with service availability (uptime) of 99.9%. A detailed service level description is specified in the Shieldbase Platform Service Description.

Service Level	Basic	Team	Enterprise
Service Availability	99.5%	99.9%	99.9%

Shieldbase uses a third party to measure whether the Shieldbase Platform Service is Available.

Availability is calculated based on the following formula:

$$A = (T - M - D) / (T - M) \times 100\%$$

A = Availability

T = Total Monthly Minutes

M = Scheduled Downtime

D = Downtime

Scheduled and Regular Maintenance, and third-party interruptions do not constitute unavailability and are not included in the Availability calculation.

Scheduled maintenance will be communicated 48 hours before the actual scheduled

4.3 Recovery

Depending on the service level, Shieldbase provides the following recovery attributes:

Service Level	Basic	Team	Enterprise
Recovery Time Objective (RTO) The amount of real time to restore at an acceptable service level	8 hours	4 hours	4 hours
Recovery Point Objective (RPO) Maximum acceptable amount of data loss after an unplanned data-loss incident.	24 hours	1 hour	1 hour

4.4 Service Level Credits

If Shieldbase cannot meet the Availability specified in this SLA for reasons for which it is responsible, Shieldbase shall provide customers with a 100% credit note (Service Level Credit) for every full hour of unavailability, provided that the customer complies with the requirements set out in Section 4.5.

The credit is calculated from the time of outage until the Shieldbase Platform Service is Available again. Shieldbase will issue a credit equal to 100% of the Shieldbase Platform Service costs per hour. Service Level Credits shall be offset against any claim for loss or damage caused by the customer.

1 hour lost = 1 credit = 1 week extension*

(*) or the respective prorated billing amount

4.5 Remedy and Procedure

The customer's remedy and the procedure for claiming the Service Level Credits under Section 4.4. shall apply if (1) Shieldbase fails to meet the agreed availability figures referred to above and (2) the customer cumulatively complies with the following requirements:

1. There must be a support ticket documenting the reported un-Availability within five (5) Business Days of the end of the service interruption;
2. There are no invoice amounts on the customer's account on which the customer is in default;
3. The customer must notify Shieldbase at least by an email within five (5) Business Days by opening a support ticket and providing the following details together:
 - List the individual functional areas of the Shieldbase Platform Service that were affected;
 - List the date and time the Downtime occurred;
 - List usernames and email addresses affected by the Downtime;
 - List an estimate of the amount of actual Downtime in minutes;
 - Ticket number of the documented incident.

5. Software Maintenance Services

- Shieldbase continually analyzes the Software to find potential for improvement, enhanced security, expanded functionality, and greater user-friendliness. Suggestions by the customer will be analyzed and incorporated into the functionality of the Software at the discretion of Shieldbase.
- Enhancements of the Software (Releases) shall be made available to the customer from time to time. All functionality added by a Release shall be governed by the terms of this SLA and included in the subscription costs.
- In the event of a Software fault, the customer can contact the Support Helpdesk under defined conditions (see section entitled "6 Support Helpdesk").
- If a security vulnerability is found which does not constitute a defect, Shieldbase will make every reasonable effort, within the limits of its operational capability, to fix the vulnerability on all affected Releases not older than 2 years. If such a fix is not possible in an older Release, Shieldbase may insist that vulnerable systems are upgraded at short notice to mitigate the security risk.

6. Support Helpdesk

6.1 Service Scope

The Shieldbase Support Helpdesk provides technical support and help on all Shieldbase products and services. It can be reached via email, phone or web portal during the hours stated under 6.2 and under the following conditions.

The following aspects are covered by the Support Helpdesk:

- System service interruption/outage;
- System service updates/maintenance;
- System service behavior that is not in line with what the customer's users expect;
- Support regarding functionality.

The following aspects are NOT covered by the Support Helpdesk:

- Requests from third-party provider(s) of the customer;
- Networks, devices, servers and workstations managed by the customer;
- Requests regarding configuration and customization of Shieldbase products and services.

6.2 Availability (Service Times)

The Shieldbase Support Helpdesk is available to all employees of the customer on Business Days,

Support Portal: <https://shieldbase.freshdesk.com/support/home>

Chat: Whatsapp or other channels agreed with the customer

E-mail: support@shieldbase.ai

Phone: +60 011 2672 8239 (or any other phone number provided by Shieldbase)

Shieldbase provides language support in English, Simplified Chinese, Malay, Indonesian and other languages upon request or depending on customers need and engagement:

9AM - 6PM GMT+8 (Singapore time zone)

6.3 Support Helpdesk Response Time

The Support Helpdesk Response Time is defined as the time from when the customer enters the request into the Shieldbase ticketing system or from when Shieldbase receives an email from the customer to the time when Shieldbase replies and starts working on the request. The Response Time is calculated based on the Service Times defined under 6.2. The maximum Response Times vary depending on the severity of the incident; the priority for resolution is determined by Shieldbase when evaluating the customer's request:

	Priority of Resolution	Description of Fault	Response Time
1	High	Use of the Software or substantial parts thereof or complete processes is impossible (e.g. login is not possible, or payments cannot be approved)	30 mins
2	Medium	Use of the Software is substantially impaired, but basic use is possible (e.g. certain reports are not functional, a calculation is not correct, or there are issues inputting transactions)	6 hours
3	Low	The Shieldbase Platform Service is available but exhibits minor problems not affecting the result (e.g. modules are available, but there are minor effects such as performance problems, graphics are not positioned correctly, or there are issues with displaying data)	12