Reluna Technology Ltd.

Service Level Agreement Policy
Effective starting: September 1, 2024

This Service Level Agreement (SLA) outlines the terms and conditions under which Reluna will provide its platform to the Customer as specified in the Agreement (hereafter referred to as the "Agreement"). This SLA defines the level of service expected and the performance metrics to be adhered to during the term of the Agreement.

1. **Covered Service**
   The Covered Service includes the provision, maintenance, and support of the platform as described in the Agreement. This encompasses:

   i)   Access to the platform and its features as specified in the Agreement.
   ii)   Regular updates and maintenance to ensure optimal performance and security.
   iii) Technical support for issues related to the platform's functionality and performance
   iv)   Provide tailored training sessions to ensure customers fully understand and utilize the platform.

2. **Reluna Support Team Access**
   Certain members of the Reluna support team have direct access to the production environment and data, enabling them to efficiently address and resolve urgent issues, including Priority 1 (Blocker Issues) and Priority 2 (High Importance Issues). These team members' names and email addresses will be provided to authorized personnel as needed.

3. **Support Hours**
   Support will be available Monday to Friday, 10 AM to 8 PM UAE Time.

4. **Support Plan**
   Each plan is designed to provide varying degrees of service, response times, and support options

Type of Plan	Level of Support	Support Channels	Price
Starter	Reluna Support Hours	Support Platform	Included
Standard	Reluna Support Hours	Support Platform, Email and Phone	Included
Enterprise	Customer working hours + account manager	Support Platform, Email and Phone, Dedicated account manager	To be confirmed

5. **Responsibilities**
   5.1 Reluna Responsibilities
   Reluna is committed to fulfilling the following responsibilities to ensure a successful partnership under the Service Level Agreement (SLA):
   i)   Ensure that the Reluna platform is available as specified in the SLA, maintaining agreed-upon uptime and performance levels.
   ii)   Provide timely and effective support to address customer inquiries and issues, adhering to established response times based on priority levels.
   iii) Respond promptly to reported system issues, performance problems, or disruptions, investigating and resolving issues as quickly as possible.
   iv)   Maintain clear and consistent communication with customers regarding service status, updates, and any incidents affecting performance.

v) Perform regular software updates, maintenance, and enhancements to the platform, notifying customers in advance of any scheduled downtime or changes.

vi) Implement robust security measures to protect customer data and ensure compliance with applicable privacy standards and regulations.

vii) Assist customers in managing user access and permissions as needed, ensuring appropriate access levels are maintained.

5.2 Customer Responsibilities

Customers are expected to fulfill certain responsibilities to effective partnership under the Service Level Agreement (SLA).

i) Use the Reluna platform in accordance with provided guidelines, avoiding actions that could negatively impact system performance or violate the agreement.

ii) Report any system issues, performance problems, or disruptions to the Support Team in a timely manner, following established communication channels and providing necessary details and documentation for issue resolution.

iii) Use agreed issue reporting tool provided by Reluna Technology in the structured manner proposed by Reluna. Avoid incomplete support ticket information and use the support ticket structure.

iv) Mask sensitive financial or other confidential information when communicating with the Support Team to ensure data security and compliance with privacy standards.

v) Manage user access and permissions effectively by creating, granting, reviewing and maintaining appropriate access levels for their clients and users.

vi) Provide constructive feedback about performance and areas for improvement and participate in periodic reviews or assessments to ensure continued alignment with SLA objectives.

6. Issue Priority Level, Definitions, Resolution Time

Issues are classified into priority levels that reflect their urgency and impact on operations. These levels guide our response and resolution efforts, ensuring that critical issues receive immediate attention while less urgent matters are addressed systematically. Each priority level comes with specific definitions and associated resolution times to set clear expectations and deliver high-quality support.

Resolution time specifies the maximum allowable duration for addressing issues based on their priority level, with all times set according to standard business hours. The countdown for resolution begins once all necessary information to address the issue has been provided.

Priority Level	Definition	Sample Issues	Response Time	Resolution Time

Priority 1 BLOCKER	Platform is inaccessible or a critical function is failing. Business operations are severely impacted.	• Crashes or System Instability
		• System is inaccessible.
		• Core Feature Failure
		• Order creation issues
		   o Calculation of fees
		   o Error loading new instruments
		   o Incorrect calculation of data on position
		• Database performance degradation (slow performance)
			1 business hour	1 business day

Priority 2 HIGH	Core functionality is degraded, impacting day-to-	• Transaction Matching • Inaccurate calculations Issues	4 business hours	2 business days

	day operations. No immediate workaround.	• Fix of bank integrations • Reports generation • Calculations of data for main widgets		
Priority 3 MEDIUM	Functionality is affected, but a workaround exists. No immediate business disruption.	• Errors with creation or change of object • Data Entry • Rounding-off issues	16 business hours	Reluna will make best efforts to resolve the issue in future releases, based on prioritization, impact assessment, and available development capacity. **No fixed resolution time is guaranteed**, unless a specific timeline is mutually agreed upon with the Customer.
Priority 4 LOW	Cosmetic issues or feature suggestions with no operational impact or user functionality.	• Minor UI enhancements • Suggestions • Documentation update • Nice-to -have features	3 business days	Resolution is provided strictly on a **Best Effort Basis**. These items are reviewed and may be included in future product iterations, subject to roadmap alignment. **No SLA applies.**

Additional Notes:

- For P3 and P4 issues, Reluna will communicate when the issue has been accepted into the backlog and provide updates when it is included in a sprint or planned for release.
- Clients with Enterprise Support Plans may request prioritization of specific issues, subject to mutual agreement and impact assessment.
- **Best Effort Basis** means that Reluna will consider the issue during product planning and address it as resources and business priorities allow, but no commitment to a specific timeline or resolution is made.

7. **SLA Exclusions**

The SLA does not cover errors:

i) caused by factors beyond Reluna Platform's reasonable control; force majeure events e.g. natural disasters, cyber-attacks or other emergencies, that impact the availability or performance of the system.

ii) arising from customer's software, hardware, or third-party software/hardware/integration, which are not managed by Reluna e.g. (incorrect transactions from banks)

iii) resulting from abuses or breaches of the Agreement; e.g (Reluna is not liable for any issues arising from how data is shared between the client and users.)

iv) caused by system-imposed quotas and limits, including those agreed upon between the customer and their clients, which might impact system performance or availability.

v) resulting from user actions that deviate from the provided documentation. This includes issues such as invalid request fields, unauthorized users, or inaccessible data. For example, if a customer grants access to certain data based on their company policy and this results in issues, Reluna will not be responsible for these consequences.

vi) due to incomplete or insufficiently reported issues. If a reported issue lacks adequate detail or explanation, Reluna may not be able to provide effective resolution.

vii) related to data integrity. Reluna is not responsible for inaccuracies or inconsistencies in data entered into the system by the customer or third parties.

Change Log

Version	Date	Comment
1.0	01-09-2024	First version
1.1	01-07-2025	Section 6: - Replaced strict resolution time commitments for Priority 3 and 4 issues with a best-effort approach. - Clarified that Priority 3 and 4 issues will be added to the product backlog and resolved based on impact, urgency - Preserved strict SLA only for Priority 1 and Priority 2 issues. - Added definition of "Best Effort Basis" to ensure transparency and manage expectations.

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