

Service Level Agreement

This Service Level Agreement (“SLA”) defines the service levels provided by BeeHealthy to Customer for the Subscription Services. This SLA is incorporated into and forms part of the Terms of Service.

1. Definitions

“**Availability**” means the percentage of time the Subscription Services is operational and accessible to Customer during a given calendar month.

“**Downtime**” means any period during which the core functionalities of the Subscription Services are unavailable to Customer, as measured by Supplier’s monitoring systems, excluding Scheduled Maintenance and Excluded Downtime.

“**Scheduled Maintenance**” means planned maintenance windows excluded from Availability calculation, consisting of regular maintenance on every second Tuesday at 16:00 Finnish time (EET/EEST) starting from the second Tuesday of each calendar year, provided that if such maintenance would fall on a Finnish public holiday or on a weekday immediately followed by a Finnish public holiday the maintenance shall be rescheduled to the next available Tuesday.

“**Excluded Downtime**” means unavailability caused by factors outside BeeHealthy’s reasonable control, including Force Majeure events, Customer’s internet connectivity or network infrastructure, Customer’s equipment or software, failures of third-party services or infrastructure, or actions/omissions of Customer or its end-users.

“**Monthly Uptime Percentage**” means the percentage of time the Subscription Services are operational and accessible to Customer during a given calendar month, calculated as the total number of minutes in a calendar month minus Downtime, divided by the total number of minutes in that month.

“**Service Credit**” means a credit applied to Customer’s account and deducted from future invoices.

2. Service Availability Commitment

BeeHealthy commits to maintaining the following Monthly Uptime Percentage for the Subscription Services

- Enterprise Tier: 99.5 Monthly Uptime Percentage
- Premium Tier: 99.9 Monthly Uptime Percentage

Emergency maintenance may be performed with reduced notice where necessary to address security vulnerabilities or ongoing service outages.

3. Support Response Times

Priority Level	First Response Time	Work around / mitigation	Resolution	Business Hours
Critical (P1)	30 minutes	4 hours	As soon as possible	24/7
High (P2)	4 hours	16 hours	Best efforts	Extended business hours*
Medium (P3)	1 business day	N/A	10 business days	Business hours**
Low (P4)	2 business days	N/A	With roadmap development if fixed	N/A

* Extended business hours: Monday-Friday 8:00 AM – 22:00 PM (EET/EEST), excluding Finnish public holidays.

** Business hours: Monday-Friday, 8:00 AM - 4:00 PM Finnish time (EET/EEST), excluding Finnish public holidays.

24/7 ticket submission via support portal. Support is provided in English. Support in other languages may be offered at our discretion based on resources but is not guaranteed under this SLA.

Customer is responsible for first-line support to its end users. BeeHealthy provides technical support (Tier 2-3) to Customer's designated contacts only. BeeHealthy does not provide direct support to Customer's end users.

Priority Definitions:

- **P1 (Critical):** Complete service outage
- **P2 (High):** A significant feature not working with considerable impact on business processes for an identifiable subset of users or services, but the platform is operational
- **P3 (Medium):** Minor functionality issue with workaround available
- **P4 (Low):** General enquiry or feature/change request

4. Service Credits

If BeeHealthy fails to meet the Monthly Uptime Percentage commitment, Customer is eligible for Service Credits as follows:

Enterprise

Monthly Uptime Percentage	Service Credit
< 99.5% but ≥ 99.0%	10% of monthly fees
< 99% but ≥ 98%	15% of monthly fees
< 98%	25% of monthly fees

Premium

Monthly Uptime Percentage	Service Credit
< 99.9% but ≥ 99.5%	10% of monthly fees
< 99.5% but ≥ 99%	15% of monthly fees
< 99%	25% of monthly fees

Service credits will be calculated and applied automatically by BeeHealthy as a credit against Customer's next invoice following the month in which the SLA breach occurred.

Service Credits are only applicable for Downtime periods of at least 30 consecutive minutes. The maximum total Service Credit for any monthly billing period shall not exceed 50% of the monthly fees paid for that period. Service Credits will be applied as credit against future invoices and are Customer’s sole remedy for any failure to meet the Monthly Uptime Percentage.

5. Exclusions

This SLA does not apply to:

- Unavailability caused by factors outside BeeHealthy’s reasonable control
- Issues resulting from Customer’s equipment, software, internet connection, third-party systems that integrate with the Subscription Services
- Use of unsupported browsers, devices, or operating systems that no longer receive security updates or technical support from their respective manufacturers
- Downtime resulting from Customer’s breach of the Agreement

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