TRINTECH
Make time count.

SERVICE LEVEL ADDENDUM

This Service Level Addendum forms part of the Adra Service Agreement ("**Agreement**") and applies to Trintech's Adra service (the **"Service"**). The requirements contained within this Service Level Addendum are applicable to Subscriber production environments only, and not applicable to Subscriber's alpha, beta, or test environment unless otherwise described in the applicable Order. Any capitalized terms not defined in this Service Level Addendum will have the meanings ascribed to them in the Agreement. Each may be referred to as a "**Party**" or jointly the "**Parties**".

Service Levels are designed to set expectations and help ensure that both Parties understand and agree to mutual levels of service for production environments for the Adra Services.

Availability Guarantee. Trintech provides at least 99.9% uptime with respect to the Adra Services during each calendar month of Subscriber's term (collectively, the "**Availability Guarantee**"). Total possible uptime is calculated by taking the total time the Service would be available in a given month and subtracting the total time for Scheduled Maintenance, down periods initiated by Subscriber, or events that are beyond Trintech's reasonable control such as issues associated with Subscriber-provided hardware or software. The 99.9% Availability Guarantee and the service credits below apply to supported Services other than AI Features. Trintech will use commercially reasonable efforts to maintain the availability of AI Features, but AI Features are not subject to the 99.9% Availability Guarantee or eligible for service credits. For AI Features, output quality, accuracy, and response speed, including changes in AI Output resulting from model updates by a Third-Party LLM Provider, do not constitute unavailability. Failed requests caused by invalid credentials, unsupported or malformed inputs, Subscriber's settings or permissions, or prohibited use likewise do not establish unavailability. Technical service failures remain subject to the Availability Guarantee and its Excused Downtime exclusions. Failed requests caused by invalid credentials, unsupported or malformed inputs, Subscriber's settings or permissions, or prohibited use likewise do not establish unavailability. Technical service failures remain subject to the Availability Guarantee and its Excused Downtime exclusions.

If in any calendar month Trintech fails to meet the Availability Guarantee and Subscriber is negatively impacted by any unscheduled downtime excluding Scheduled Maintenance (i.e., inability to log into, access, or use the Services) Trintech will provide, as the sole and exclusive remedy and liability to Subscriber for Trintech's failure to meet the Availability Guarantee, service credits as provided in the table below ("**Service Credit**").

Availability Guarantee	Service Credit Percentage
95% - 99.89%	3%
90% - 94.99%	5%
Less than 90%	10%

Service Credits. Service Credits are calculated based on Subscriber's pro-rated monthly Services fees for each given month in the Term. In order for Subscriber to receive a Service Credit, Subscriber must request it not later than five days from the end of the applicable month in which Subscriber believes Trintech did not meet the Availability Guarantee. Each Service Credit request submitted must detail when Subscriber discovered the downtime and the negative impact Subscriber suffered. Service Credit requests must be submitted to **support@adra.com.**

If Subscriber submits a Service Credit request and does not receive a response within 48 hours indicating that the request was received, Subscriber must resubmit the request. Trintech will use its system logs and other records to confirm the downtime prior to issuing any Service Credit. If Subscriber is past due or in default with respect to any payment or material contractual obligations to Trintech, Subscriber will not be eligible for any Service Credit. Service Credits will be applied collectively to the next renewal Term or billing cycle. Trintech will not refund any Service fees paid in advance for any failure to meet the Availability Guarantee.

Scheduled Maintenance. Periodic maintenance will be performed on the Services for system and software upgrades, service packs, hardware replacements and upgrades, and maintenance and backup procedures (**"Scheduled Maintenance"**). **Excused Downtime does not count as downtime for purposes of the Availability Guarantee and Service Credits**. Scheduled Maintenance typically is communicated no less than two weeks in advance, scheduled to occur on the weekend.

"**Emergency Maintenance**" means maintenance to supported Services that may be occasionally required to apply critical security updates to maintain availability of the supported Services. Emergency Maintenance is typically scheduled outside of normal weekday business hours during a one-hour window with actual impacts to supported Services limited to five minutes or less. Trintech will notify Subscriber of Emergency Maintenance with two weeks' advance notice when possible.

"**Excused Downtime**" means: (a) Scheduled Maintenance; (b) Emergency Maintenance; (c) any time the Services are not available due to circumstances beyond Trintech's reasonable control, including modifications of the Services by any person other than Trintech or a person acting at Trintech's direction, a Force Majeure Event, general Internet outages, failure of Subscriber's infrastructure or connectivity (including direct connectivity and virtual private network ("VPN") connectivity to the Services), computer and telecommunications failures and delays, and network intrusions or denial-of-service or other criminal attacks; and (d) with respect to AI Features, any unavailability, interruption, degradation, rate limiting, capacity constraint, or other failure of the services of a Third-Party LLM Provider.

Response Time Goals. When alerted of a potentially critical problem by any of its monitoring systems, Trintech will begin troubleshooting and addressing the problem and will initiate contacting Subscriber through a support ticket, telephone call, or both depending upon the severity of the situation or the rules of engagement according to the table below. Support tickets initiated by Subscriber will receive responses in the same manner.

Priority Level	Example Situation	Response Time Goal
Emergency: P1	Subscriber cannot access the Services	Within 1 hour
Urgent: P2	Services are accessible but in a reduced state (*timeouts or slow state of response*)*	Within 4 hours
Standard: P3	Information or assistance (*Services are functioning within acceptable parameters, but Subscriber requires information or assistance*)	Within 8 hours
Trintech will exercise commercially reasonable efforts to meet the following response times goals but does not guarantee that the response times will always be met. Response times are not subject to Service Credits.		

**For AI Features, these examples do not establish an inference-latency or output-quality commitment. Because Subscriber may perform the affected tasks manually, an Issue affecting only AI Features will be classified no higher than P3 (Medium Priority) unless it also affects other supported Services.*

Support. Trintech will take all reasonable steps in assisting Subscriber in resolving problems with the Services. Subscriber will get access to our Success Center (https://success.adra.com/) where support inquiries can be raised. Through this portal they will get the opportunity to see the status on cases, number of cases raised and to escalate cases where necessary.

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