

Service Level Agreement

This Service Level Agreement ("SLA") governs the availability of the Services provided by SPOG.AI ("SPOG.AI") to the Company ("Company").

Service Availability

The Services will be available 99.9% of the time, calculated monthly, excluding planned maintenance. Any downtime because of third-party connection or power outages or other conditions beyond our control will not count.

Service Credits

SPOG.AI's only solution and entire obligation for Service availability is that SPOG.AI will credit the Company as per the table below for each time the service is down for more than an hour.

Monthly Uptime(%)	Service credits(%)
99.0% - 99.9%	5%
98.0% - 99.0%	10%
Less than 98.0%	20%

Downtime Calculation

Downtime will start counting as soon as the Company (with a notification to SPOG.AI) discovers the downtime and will continue until the Services are available again.

Credit Claim Process

To get a downtime credit, the Company must file a support ticket with SPOG.AI within 24 hours of the downtime. If the Company fails to notify SPOG.AI, it will lose the right to get a downtime credit.

Credit Application

Credits cannot be exchanged for money. SPOG.AI will apply the credit in the next billing cycle after the incident.

Exceptions

If SPOG.AI blocks data or other services as per the Agreement, this will not be seen as SPOG.AI failing to meet the agreed-upon service levels in this Agreement.

Last Updated: Nov 12, 2025