

Service Level Agreement («SLA»)

of Brame AG («Brame» or «Service Provider»), Sonnenrainweg 8, 8834 Schindellegi, Switzerland
dated October 2025

1 Introduction

This SLA covers availability, processing times and support services for the services provided by the Service Provider, in particular the software platform provided by the Service Provider as part of the cloud services as Software as a Service (SaaS) and related products (hereinafter the “Software”). Terms defined in the Supplier’s Terms of Service have the same meaning here.

2 Service Availability

The Service Provider guarantees availability of at least 99.5% per calendar month. Excluded from the availability calculation are:

- duly announced maintenance windows, including required emergency maintenance, which occur no more than once per calendar month, are carried out between 22:00 CET and 23:00 CET, and have a maximum interruption of 15 minutes;
- events outside the Service Provider’s control (force majeure, outages of internet/cloud/network operators, DDoS attacks beyond reasonable mitigation measures);
- disruptions caused by configurations, integrations, or systems of the Client or its service providers; and
- beta and pre-release features.

3 Support

Support-Desk (L1) Brame provides the Customer with a Support Desk staffed by qualified and competent personnel. The Support Desk (L1) is available 24/7 for support requests—either via a ticket in the Software or by email to support@brame.io.

Second- and Third-Level-Support (L2/L3) is available during Service Hours, defined as Monday to Friday, 08:00–17:00 CET. Resolution of incidents requiring L2/L3 involvement is subject to these Service Hours.

Support Process Brame’s Support Desk performs, among other things, the following tasks:

- recording every support request (L1);
- initial classification, analysis and—where possible—resolution (L2);
- escalation of requests that cannot be resolved by the Support Desk to the expert level (L3);
- status updates (L2);
- closing support requests after resolution (L2).

Support requests received by the Support Desk are categorized by Brame according to the following severity classification by impact/urgency and handled according to the corresponding response and resolution times.

Category		Characteristics	Response/Resolution
1	Severe	Severe, business-critical issues affecting most/all users. Service is unavailable or severely degraded.	2h /1.5 business days
2	High	High-impact issues affecting core functionality or a large subset of users. Service is still operational but impacted.	4h/3 business days
3	Moderate	Moderate-impact issues affecting a small group of clients, individual clients or non-critical features.	8h/as agreed per request
4	Low	Low-impact issues that have minimal effect on the service. Cosmetic or minor concerns, general questions.	72h/as agreed per request

Language

All support services, communication, and documentation (including tickets, emails, status updates, manuals, and meetings) are provided in English (spoken and written).

Support Delivery

Incidents may result either from configuration errors within the Software or from software defects.

- Configuration errors: Brame provides the user with instructions on how to adjust the configuration within the Software.
- Software defects: Brame deploys an updated version of its platform on Brame's servers. The remediation timeline is determined by the severity of the defect.

Standard Rates

Fee-based support and other services not covered by Basic Support are, unless agreed otherwise, billed at the Standard Rates of CHF 250.00 per hour. In such cases, Brame will inform the Client in advance.