

CarbonZero - EandoX

SERVICE LEVEL AGREEMENT FOR THE EANDOX SOFTWARE

This Service Level Agreement for the EandoX Software (the "SLA") forms an integral part of the General Terms and Conditions for the EandoX Software (the "Terms"). Terms used but not defined in this SLA shall have the same meaning as defined in the Terms. This SLA may be changed/updated as set forth in the Terms.

1. Service Availability

1.1 General Availability. The EandoX Software is designed to be available 24/7

1.2 Scheduled Maintenance. To maintain optimal performance, the EandoX Software may be unavailable during scheduled maintenance. CarbonZero reserves the right to perform maintenance activities that may interrupt availability or operation. Where feasible, maintenance will be conducted outside regular office hours.

1.3 Regular Office Hours. For the purposes of this SLA, "regular office hours" are defined as Monday through Friday, from 8:00 a.m. to 5:00 p.m. Central European Time (CET), excluding public holidays recognized in Sweden. A full list of recognized public holidays will be provided upon request and may be updated annually by CarbonZero.

1.3 Limitation of Liability for Interruption of Service. Without prejudice to the limitations of the liability set forth in the Terms, CarbonZero will not be liable for any interruptions in EandoX availability or operation of the EandoX software resulting from:

- Internet or telecommunications interruptions;
- Client-side (your) hardware or network issues;
- Errors or interruptions caused by client (your) actions or omissions;
- Scheduled maintenance activities;
- The further events and reasons set forth in section 6 below.

3. Priority Levels and Error Classification

3.1 Error Classifications. Errors that fall within the scope of the SLA are classified as follows.

Critical Errors	Defects preventing any use of the EandoX software.
Significant Errors	Defects that, while not preventing use, significantly impair the efficiency of the EandoX software.
Ordinary Errors	Defects that affect efficient use of the EandoX software.
Minor Errors	Defects that slightly impair usage but cause only minor inconvenience.

3.2 Order of precedence in case of dispute. In case of disagreement, both parties will engage in good-faith discussions to resolve disputes within one business day. CarbonZero's classification prevails until an agreement is reached. If no agreement is reached, CarbonZero's classification takes precedence.

4. Error Reporting

4.1 Reporting an Error. An error is considered reported when the Client notifies CarbonZero in writing, for example by email. For the purposes of this SLA, "in writing" refers to any formal communication submitted through the following channels:

Email Communication: Emails sent to the designated support address provided by CarbonZero (info@eandox.com) will be considered valid written notifications.

Postal Mail: Written notifications sent via postal mail to CarbonZero's official correspondence address are valid but may result in delays in response time due to processing times.

To ensure timely responses, CarbonZero strongly recommends using the email options, as these channels are monitored regularly during business hours.

4.2 Report Details. The Client is responsible for providing a detailed description of the error, its impact on the EandoX software, and relevant contact information.

5. Response Times

5.1 Response time definition. A **response** is defined as the assignment of the reported issue to a qualified personnel, who will begin initial diagnostics and provide the client (you) with an update on the next steps. **Response time** is defined as the time from the initial report of the error until such a response has been provided to the client (you).

5.2 Response times. Unless otherwise agreed, the response time will be calculated within the defined business hours. Any error reported outside of business hours will be considered received at the start of the next business day, at which point the response time will begin. The response time will be as follows:

Critical Errors	6 hours
Significant Errors	12 hours
Ordinary Errors	24 hours
Minor Errors	48 hours

5.2 Failure to meet service level response time. Subject to the limitations and exclusions of liability set forth or referred to in this SLA, compensation for CarbonZero's failure to meet a service level response time will be limited to a maximum of 30% of the monthly share of the annual subscription fee for the EandoX software. Any claims for remedy must be made by the end of the calendar month in which the incident occurred.

6. Exclusions from Service Level Accountability

6.1 List of reasons for exclusion of liability. CarbonZero will not be liable or held accountable for any failure to meet the agreed service levels if the delay or failure is attributable to:

- Circumstances beyond CarbonZero's control;
- Issues with third-party products or services;
- Defects in the client's (your) equipment or software
- Cybersecurity threats (e.g., viruses, worms, or other attacks) affecting CarbonZero despite reasonable protective measures taken;
- Natural disasters, government actions, or other force majeure events.