Standard Service Level Agreement[1]

This Service Level Agreement (hereinafter the "**SLA**"), together with the Emnify Terms of Sale, shall form an integral part of the Contract agreed to by the Customer.

1. Scope of this Document

1.1 This SLA defines particular aspects of the Services provided by Emnify to the Customer.

1.2 Unless explicitly mentioned in the below text, Emnify has no obligations towards third parties, such as the Customer's End Customers, End Users, or suppliers.

1.3 This SLA shall apply from the beginning of the SLA Term as defined below and shall be in effect for the duration set forth therein.

1.4 Emnify may change this SLA at any point during the SLA Term, consistent with the "Changes to the Terms, Services and Prices" section of the Terms of Sale.

2. Definitions and Abbreviations

Capitalised terms in this SLA, unless otherwise defined, shall have the definitions ascribed in the Terms of Sale. In addition, the following definitions and abbreviations shall apply:

DataStreamer	An Emnify feature that delivers real-time connectivity data, allowing integration with third-party analytics applications or pre-integrated cloud services
GRX/IPX network	GPRS Roaming Exchange / IP Exchange, meaning the private network between mobile operators to exchange roaming traffic
IPsec	A protocol suite used to encrypt and authenticate IP traffic, commonly used to establish site-to-site VPNs with Emnify
OpenVPN	An open-source VPN protocol that establishes secure, point-to-point connections, enabling remote access to

[1] Also referred to as "Service Level Obligations" (SLO or SLOs) in other Contract documents. References to Service Level Obligations shall be synonymous with this SLA and vice-versa.

	devices using Emnify SIM Cards
Portal (GUI)	Emnify's web-based Graphical User Interface (GUI) that enables the Customer to manage its IoT connectivity services, including SIM lifecycle, device policies, usage monitoring, and integrations
Service Support Hours	9:00 to 23:00 Central European Time (CET/CEST) on Working Days
SLA Term	Duration of this SLA pursuant to Section 6
Transit Gateway	An AWS service used by Emnify to securely connect customer networks to their cloud infrastructure, enabling private and scalable data transfer
VPN	Virtual Private Network, meaning a secure private network used for connectivity between the Customer's infrastructure and the Emnify Platform
Working Days	All weekdays (Monday to Friday), excluding bank holidays in Würzburg, Germany

3. Service Availability

3.1 Emnify will use reasonable endeavours to provide the following Service Availability.

Service Level Indicators (SLI)		**Value**
Service Availability	Device Internet / VPN (IPSec or Transit Gateway)	99.9%
	SMS	99.5%

	API	99.5%
	Portal (GUI)	99.5%
	DataStreamer	99.5%
	OpenVPN	99.5%

3.2 Service Availability means the Customer's ability to use the main functions of the Services. Emnify's measuring and monitoring functions shall be decisive for the proof of Service Availability.

3.3 Lack of Service Availability attributable to planned and unplanned maintenance is accounted for in the SLI Values.

3.4 The following conditions shall not be considered a lack of Service Availability for the purpose of calculating applicable SLI Values:

3.4.1 Loss of internet connectivity due to the acts or omissions of the internet service provider contracted by the Customer;

3.4.2 Loss of Service Availability due to routing or firewall issues in the Customer's network;

3.4.3 Loss of Service Availability attributable to the performance of any third-party providers sub-contracted or otherwise engaged by the Customer; and/or

3.4.4 Loss of Service Availability attributable to the performance of the Customer's equipment.

4. Monitoring

4.1 The Customer can check the performance of the Service and incident information through the following channels:

4.1.1 Emnify Status Page (https://status.emnify.com) – provides real-time service status updates and planned maintenance notifications. The Customer can also

subscribe for updates to receive notifications about service incidents and maintenance events; and

4.1.2 Customer Portal – displays data usage statistics and SIM Card connectivity status.

5. Support and Response Times

5.1 Service support is provided via the following channels and is available during the applicable Service Support Hours:

5.1.1 Ticket System – primary method for submitting and tracking support requests;

5.1.2 Help Centre & Community Forum – self-service resources for troubleshooting and general inquiries; and

5.1.3 Emnify Status Page – provides updates on service incidents and scheduled maintenance.

5.2 The Customer may request support via the Ticket System at any time.

5.3 Emnify will acknowledge support requests within the Service Support Hours.

5.4 Upon receiving a support request, Emnify will confirm receipt by providing an assigned ticket number for tracking purposes.

5.5 Emnify will address the support requests as soon as reasonably possible, applying industry-standard reasonable endeavours within the available Service Support Hours.

5.6 Once a support request has been addressed and a resolution has been provided, the Customer must acknowledge the resolution within two (2) Working Days. If no acknowledgement or further response is received from the Customer within that timeframe, the ticket will be automatically closed.

6. Term

6.1 The SLA Term begins on the Effective Date.

6.2 The SLA Term ends automatically when the Contract is terminated or the Customer has upgraded to one of the other SLA levels (Business Service Level Agreement or Enterprise Service Level Agreement).

7. Upgrades and Downgrades of the SLO

7.1 The Customer is entitled to upgrade the Standard Service Level Agreement to a Business Service Level Agreement or Enterprise Service Level Agreement at any time. Emnify will confirm the upgrade and the time the upgrade enters into effect within five (5) Working Days.

7.2 After an upgrade, the Customer is entitled to downgrade the upgraded Service Level Agreement according to the provisions in the respective SLA.

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