

STANDARD SERVICE LEVEL AGREEMENT

Rev F, 2026-10-10

THIS SERVICE LEVEL AGREEMENT ("SLA") IS A LEGAL AGREEMENT BETWEEN THE CUSTOMER AND SENSATIVE AB THAT GOVERNS THE SERVICE LEVELS PROVIDED BY SENSATIVE IN RELATION TO THE CUSTOMER'S USE OF THE YGGIO PLATFORM AND RELATED SERVICES. THIS AGREEMENT DOES NOT COVER THIRD-PARTY PRODUCTS OR SERVICES SOLD SEPARATELY, WHICH ARE GOVERNED BY THE TERMS PROVIDED BY THE RESPECTIVE THIRD-PARTY PROVIDERS.

Copyright ©Sensative AB

SCOPE AND DEFINITIONS

This SLA forms part of the agreement under which the Customer has access to the Yggio platform, being the Yggio End-User Licence Agreement or such customer-specific licence or service agreement as the Customer and Sensative AB have agreed in its place (in either case the "EULA"), and applies to the Services stated in the Order. In this SLA, "Supplier" means Sensative AB, and "Services" means the hosted Yggio platform and the related maintenance and support provided by the Supplier under the EULA and, where expressly stated in the Order, Supplier-operated related services such as ChirpStack. Capitalised terms not defined in this SLA have the meanings given to them in the EULA. In the event of a conflict, the order of precedence in the EULA applies; where the EULA contains no such provision, the EULA and the Order prevail over this SLA. Where the Services are provided to a partner for onward provision to its own customers, "Customer" means that partner and "EULA" means the partner agreement between that partner and the Supplier.

1 AVAILABILITY

1.1 GENERAL AVAILABILITY

The Supplier commits to providing the following availability levels for the Services as per the selected SLA:

- **SLA 1**: Best effort (no guaranteed availability)
- **SLA 2**: 99.5% availability
- **SLA 3**: 99.9% availability

Availability is measured only within the Service Hours applicable to the Fault under the selected SLA level (for Critical Faults under SLA 3, around the clock) and is calculated per Measurement Period as (Service Hours in the Measurement Period – Downtime) ÷ Service Hours in the Measurement Period × 100, excluding scheduled maintenance and Excluded Events. Time outside the applicable Service Hours is not counted as Downtime.

The availability levels are service targets. Failure to meet an availability level does not in itself entitle the Customer to compensation; compensation is payable only for exceeded resolution times in accordance with section 5, unless otherwise expressly agreed in the Order.

"Measurement Period" means each calendar month during which the Service is provided, calculated according to Swedish time. Availability, downtime, resolution times and any compensation shall be calculated separately for each Measurement Period. If the Service starts or ends during an ongoing calendar month, the Measurement Period for that month shall refer to the actual period during which the Service has been active.

1.2 EXCLUDED EVENTS

The following are "Excluded Events":

- internet connectivity issues and third-party network infrastructure, including LoRaWAN and mobile networks not operated by the Supplier;
- the Customer's own hardware, software, configuration and systems, including Customer-managed servers and directory services;
- gateways, sensors and other devices not operated by the Supplier;
- power outages and local network disruptions at the Customer's premises;
- acts or omissions of the Customer or its users; and
- force majeure, meaning events beyond the Supplier's reasonable control such as war, natural disaster, pandemic, large-scale cyberattack, failure of public infrastructure or decisions of public authorities.

The Supplier shall not be responsible or liable for any service disruption or diminished availability resulting from Excluded Events.

2 SERVICE FAULTS

2.1 MONITORING AND NOTIFICATION

The Supplier continuously monitors the operational status of the Services. In the event that the Supplier identifies any disruptions or faults, the Supplier shall initiate troubleshooting measures and, if deemed necessary according to this agreement, notify the Customer accordingly.

Copyright ©Sensative AB

2.2 FAULT CLASSIFICATION

Faults are classified as follows:

Classification	Description
Fault	"Fault" means a material and reproducible deviation in Yggio, and in services related to the Agreement such as, for example, ChirpStack or any other Supplier-operated and expressly agreed part of the Service, which means that the Service does not function in accordance with the applicable Documentation, Order or agreed functional description, provided that the fault has been reported by the Customer and can be reproduced by the Supplier.
Critical Fault	"Critical Fault" means a Fault that causes a total or material interruption in the Customer's use of a business-critical part of the Service and that affects all or a material part of the Customer's connected properties, systems, users or devices. A Critical Fault may, for example, exist in the event of total unavailability of Yggio, a material interruption in the data flow to or from the Service, or an interruption in central APIs or integrations for which the Supplier is responsible and which are required for the Customer's agreed use of the Service. Exceptions A Critical Fault does not include faults caused by the Customer's systems, the Customer's configuration, third-party products or integrations, internet or mobile network issues, local network infrastructure, gateways or sensors not operated by the Supplier, power outages in a property, incorrect installation, the Customer's own changes, scheduled maintenance or other Excluded Events. A Critical Fault also does not include faults that only affect an individual sensor, gateway, property, user, report, dashboard or non-business-critical function, unless otherwise expressly stated in the Order.

Faults originating from equipment or infrastructure outside the Supplier's direct control, but essential for the full functionality of the Service (e.g., electricity supply, LoRa/mobile networks, Customer's Active Directory, or Customer-managed servers), are exempt from the Supplier's responsibility. These constitute Excluded Events under section 1.2.

2.3 SUPPORT AND TROUBLESHOOTING

The Customer is required to conduct an initial analysis and assessment of faults before submitting a fault report to the Supplier.

The Supplier provides support and troubleshooting services for the Services, in accordance with the conditions outlined in this SLA.

2.4 ESCALATION PROCEDURES

Both parties commit to ensuring defined escalation levels and maintaining accurate contact information for handling and escalating fault reports as specified in the joint Contact List.

3 SERVICE LEVELS (SLA)

3.1 GENERAL CONDITIONS

SLA 1 applies generally to all Services unless otherwise explicitly stated in this Agreement.

Copyright ©Sensative AB

3.2 SERVICE HOURS

"Service Hours" refers to the timeframe within which the service level is measured and during which the Supplier commits to receiving fault reports and performing fault resolution.

3.3 RESOLUTION TIME

"Resolution Time" refers to the period within the Service Hours during which the Supplier is obligated to resolve Faults or Critical Faults in accordance with this section 3.3.

A Fault is resolved when the Supplier has restored the affected functionality, or provided a workaround that does so, and has notified the Customer through the support ticket. A permanent correction may follow in a later release. If the Customer, within two (2) business days of the notification, demonstrates through the ticket that the Fault persists, the ticket is reopened and the elapsed time continues from the time of reopening.

3.4 STATUS REPORTING

The Supplier's status reporting for Faults and Critical Faults shall be provided within the Service Hours, in accordance with the response and reporting requirements specified for each SLA level.

All support requests shall be logged as a ticket in the Supplier's support system (Odoo), accessible from the Supplier's website. Other means of communication, such as email, Slack or phone, serve only to speed up awareness of an issue and its resolution.

3.5 SLA LEVEL 1

Fault classification	Fault	Critical Fault
Support	Ticket with optional Email	Ticket and Email/Slack/Phone
Service Hours	08:00–17:00 CET/CEST, Mon–Fri (excluding public holidays)	08:00–17:00 CET/CEST, Mon–Fri (excluding public holidays)
Resolution time	Within 5 business days	Within 2 business days

3.6 SLA LEVEL 2

Fault classification	Fault	Critical Fault
Support	Ticket with optional Email	Ticket and Email/Slack/Phone
Service Hours	08:00–17:00 CET/CEST, Mon–Fri (excluding public holidays)	08:00–17:00 CET/CEST, Mon–Fri (excluding public holidays)
Resolution time	Within 3 business days	Within 1 business day
Status reporting	NA	Twice daily

3.7 SLA LEVEL 3

Fault classification	Fault	Critical Fault
Support	Ticket with optional Email	Ticket and Email/Slack/Phone

Copyright ©Sensative AB

Service Hours	08:00–17:00 CET/CEST, Mon–Fri (excluding public holidays)	24/7
Resolution time	Within 2 business days	Within 12 hours
Status reporting	Daily	4 times daily

3.8 EXTENDED SERVICE HOURS (ADD-ON FOR SLA 2 AND SLA 3)

Extended Service Hours outside regular working hours can be offered as an add-on service for SLA 2 and SLA 3, covering 07:00–22:00 CET/CEST on business days and, if required, also weekends. The add-on is priced by quotation based on the size of the Customer's organisation.

4 INTERRUPTIONS

4.1 DOWNTIME

Downtime refers to the period, within the Service Hours, during which the Service is affected by a Fault.

Downtime is measured from the moment the Customer reports a fault to the Supplier, or when the Supplier detects the Fault, until the Fault is resolved in accordance with section 3.3.

The following shall not be considered as downtime:

- scheduled maintenance within the limits set out in section 4.2; and
- Excluded Events (section 1.2).

4.2 SCHEDULED MAINTENANCE

Scheduled maintenance refers to planned updates, service, and/or maintenance by the Supplier that affect the availability and/or quality of the Services.

In the event of scheduled maintenance, the Supplier shall inform the Customer at least four (4) business days in advance. The notice shall include the time and expected duration of the scheduled maintenance.

The Supplier shall perform scheduled maintenance outside the Service Hours wherever reasonably possible. Scheduled maintenance within the Service Hours shall not exceed four (4) hours per Measurement Period; any excess is counted as Downtime. Notice of scheduled maintenance is given through the support system or by email to the Customer's contacts in the Contact List.

If the Supplier requires access to the Customer's equipment for scheduled maintenance, the Customer is obliged to make the equipment available.

4.3 EMERGENCY MAINTENANCE

In the event of sudden and unforeseen incidents affecting the quality and/or availability of the Services, the Supplier has the right to carry out emergency maintenance. In such cases, the Supplier shall inform the Customer without undue delay through the support system or by email to the Customer's contacts in the Contact List and, as far as possible, provide information regarding the scope and estimated resolution time. Emergency maintenance shall be limited to what is reasonably necessary to address the incident.

Interruptions or deficiencies in the Service resulting from emergency maintenance are classified in accordance with section 2.2 and are subject to the resolution times stated in section 3.

Copyright ©Sensative AB

5 COMPENSATION FOR EXCEEDED RESOLUTION TIME

For the purposes of this section 5, "monthly licence fee" means one twelfth of the annual recurring licence or subscription fees, including the Supplier's hosting and operation fees, payable by the Customer under the Order for the affected Service. SLA add-on fees, fees for Extended Service Hours, pass-through third-party infrastructure costs, Hardware, Consulting Services and taxes are excluded. Where fees are payable for a period other than twelve months, the monthly licence fee is calculated pro rata.

5.1 SLA 1

In the event of four (4) Faults or two (2) Critical Faults not resolved within the resolution times specified in section 3.5 during one (1) Measurement Period, the Customer is entitled to compensation from the Supplier.

The compensation shall consist of one (1) Compensation Amount per affected Service. The Compensation Amount is defined as 5% of the monthly licence fee for the specific Service in which the Fault occurred.

The total compensation for SLA 1 is limited to a maximum of 20% of the monthly licence fee per Measurement Period and per affected Service.

5.2 SLA 2

In the event of two (2) Faults or one (1) Critical Fault not resolved within the resolution times specified in section 3.6 during one (1) Measurement Period, the Customer is entitled to compensation from the Supplier.

The compensation shall consist of one (1) Compensation Amount per affected Service. The Compensation Amount is defined as 10% of the monthly licence fee for the specific Service in which the Fault occurred.

The total compensation for SLA 2 is limited to a maximum of 40% of the monthly licence fee per Measurement Period and per affected Service.

5.3 SLA 3

If the resolution time specified in section 3.7 is exceeded, the Customer is entitled to compensation from the Supplier.

The compensation shall consist of one (1) Compensation Amount per affected Service, defined as 10% of the monthly licence fee for the specific Service in which the Fault occurred. In addition, 2% of the monthly licence fee will be added for each hour the resolution time is exceeded, up to a maximum of 4 additional percentage points.

The total compensation per incident under SLA 3 is limited to 14% of the monthly licence fee, and the total compensation per Measurement Period is capped at 50% of the monthly licence fee per affected Service.

5.4 COMPENSATION PROCESS

The Customer shall submit a written claim for compensation, referring to the relevant support tickets, no later than thirty (30) days after the end of the Measurement Period in which the resolution time was exceeded; claims not submitted within that period lapse. The Supplier shall verify the claim within fifteen (15) business days and, if it is confirmed, grant the compensation as a credit against the next invoice for the affected Service. Compensation is refunded only if no further invoices will be issued under the Order.

5.5 LIMITATION OF COMPENSATION

Compensation only applies to the monthly licence fee for the specific Service in which the Fault occurred. No compensation shall be provided for any other services, even if indirectly affected, regardless of whether such services are provided by Sensative or a third party.

Copyright ©Sensative AB

Exceeded resolution times may only be compensated once per Measurement Period and per Service.

Compensation is limited to the levels specified in this section 5. No other compensation shall be payable unless otherwise agreed in writing.

The limitations in this section 5 shall not apply in cases of willful misconduct or gross negligence.

SLA LEVEL	Trigger condition	Base compensation	Additional compensation	Max per incident	Max per Month
SLA 1	4 Faults or 2 Critical Faults not resolved on time	5% (per affected Service)		5%	20%
SLA 2	2 Faults or 1 Critical Fault not resolved on time	10% (per affected Service)		10%	40%
SLA 3	Exceeded resolution time	10% (per affected Service)	+2% per hour (max +4%)	14%	50%

6 OTHER TERMS

The service levels (SLA 1–SLA 3) include different levels of access to the Supplier's support. Any contact made outside the agreed Service Hours will be charged according to agreed technical support rates.

If, in the event of a fault report from the Customer, it is determined that the fault lies outside the Supplier's responsibility under this Agreement, the Supplier reserves the right to charge the Customer for the time spent on troubleshooting and fault resolution, in accordance with agreed technical support rates.

Copyright ©Sensative AB