Last Revised: October, 2025

Quasr BV

SERVICE LEVEL AGREEMENT

This document (the "**Service Level Agreement**") contains Quasr's service levels for the Enterprise Services provided by Quasr to Customer pursuant to an Order Form and the Quasr Enterprise Agreement (the "**Agreement**") under which Customer is granted a right to use the Quasr Platform.

1. DEFINITIONS

In this Service Level Agreement, the capitalized terms and expressions shall have the same meaning as set out in the Agreement, unless otherwise defined herein.

In addition to the terms defined herein, the following terms shall be defined as follows:

"Authentication API"	means the Application Programming Interface ("**API**") to be used for sign up and log in as described in our Documentation.
"**Core Services**"	means the Quasr Login Interface, Quasr Authentication API and the Quasr Management API.
"**Customer API Call**"	means a call by Customer or Customer's end users to a Quasr Core Service API in a Customer Tenant.
"**Downtime**"	means any period of time in which the Core Services are not available. "Downtime" specifically excludes any time in which the Quasr Platform is not available because of: (i) Force Majeure Events, (ii) load or penetration testing by Customer, or (iii) usage of alpha, beta, or other non-generally available features or services.
"**Failed API Call**"	means a Customer API Call that (a) returns an error, or (b) is received by Quasr but results in an unreturned call. "Failed API Calls" exclude: (i) failed Customer API Calls due to client-side application errors outside of Quasr's control, such as calls to: (1) a custom database, (2) Third Party IdPs, (3) non-Core Services Quasr extensibility points, and (4) features not strictly required for a Customer API Call, and (ii) Customer API Calls that do not reach Quasr Core Services (e.g., due to firewalls or IP blocking).
"**Force Majeure Event**"	means an event beyond the reasonable control of a Party which has a material adverse effect on its ability to perform its obligations under this Service Level Agreement, including war, riot, invasion, act of foreign enemies, hostilities, acts of terrorism or sabotage, civil war, rebellion, revolution, ionising radiation or contamination by radioactivity, earthquake, flood, fire, explosion, epidemic, or other natural physical disaster or severe weather.
"Login Interface"	means the interface Customer uses to sign up or login to the Quasr Platform.
"Management API"	means the API to be used for administrative tasks as described in our Documentation.
"**Monthly Charges**"	are monthly prorated Quasr charges pursuant to the Order Form under which the Quasr Enterprise Services are performed.

2. SERVICE LEVELS

1. During the Subscription Term, Quasr will maintain in each month the average availability for the Core Services of at least 99.90% ("**Availability %**").

2. The average availability in Customer's Tenants in each month will be measured and monitored by Quasr. Following formula will be used to calculate the Availability %:

   Availability % = (total minutes per month – Downtime (in minutes)) / (total minutes per month).

3. If Quasr fails to meet the Availability %, Customer will be eligible to request a credit within thirty (30) calendar days after the month in which the failure occurred, calculated as follows (the "**Service Level Credits**"):

   If Quasr fails to meet the Availability % during any given month, and Customer timely requests a Service Level Credit in accordance with this section 2, then Quasr will provide Customer with a Service Level Credit equal to the percentage of the Monthly Charges for the month in which the service level failure occurred, corresponding to the availability level specified in the "Service Level Credits" table below. Each Service Level Credit will be paid by Quasr to Customer by way of a credit on the next invoice submitted by Quasr to Customer. If any credits are unutilized upon expiration or termination of the Subscription Term, then Quasr will apply such credits to any other fees or expenses payable by Customer to Quasr. If there are no such other fees or expenses, then Quasr will pay Customer the credit amount.

Availability %	***Service Level Credit***
< 99.9% - >= 99.0%	5.0% of the Monthly Charges applicable to month in which failure occurred
< 99.0% - >= 95.0%	10.0% of the Monthly Charges applicable to month in which failure occurred
< 95%	20.0% of the Monthly Charges applicable to month in which failure occurred

4. If the availability of the Core Services is less than 99.00% in three (3) consecutive calendar months during the Subscription Term, Customer may terminate the subscription for Enterprise Services by delivery of a written notice to Quasr to that effect within thirty (30) calendar days of the last of such failures. If Customer terminates in accordance with the foregoing, then Quasr will refund to Customer a prorated amount of any affected subscription fees for the Enterprise Services prepaid to Quasr and applicable to the unutilized portion of the Subscription Term for terminated subscription for Enterprise Services.

5. The rights to Service Level Credits and the termination rights specified in Section 2.3 above are Customer's sole and exclusive remedy for any failure by Quasr related to the availability of the Quasr Platform. The maximum total credit for failure to meet the Availability % for any given month will not exceed 50% of the Monthly Charges.

6. The Service Level commitments apply only to all Tenants of the Quasr Platform. The Service Levels apply only if Customer's utilization of the Quasr Platform is within the Entitlements specified in the applicable Order Form. Customer is not entitled to any Service Level Credit if it is in breach of the Agreement (including Customer's payment obligations) at the time of the occurrence of the event giving rise to the Service Level Credit. If Customer makes a request for a report on their availability pursuant to such a Service Level Credit inquiry, Quasr will provide a report of Customer's availability in that impacted month.