

Koolmesh Service Level Agreement

Revision History

Date	Version	Description
September 2025	V1	First release

1. Introduction

This Service Level Agreement (“SLA”) defines the service commitments of Koolmesh (KOOLMESH TECHNOLOGY UK LTD) to its customers. Koolmesh will use commercially reasonable efforts to provide the services in accordance with the service levels described below.

2. Scope

This SLA applies to:

- Koolmesh Cloud Platform and APIs
- Koolmesh Mobile and Web Applications
- Technical Support and Maintenance Services

3. Service Availability

- Uptime Commitment:
Koolmesh guarantees 99.9% monthly uptime for its cloud-based services, excluding scheduled maintenance.
- Scheduled Maintenance:
Koolmesh may perform planned maintenance from time to time. For maintenance activities expected to last one (1) hour or less, Koolmesh will endeavor to schedule such work during off-peak hours and may provide notice at its discretion. For maintenance expected to exceed one (1) hour, Koolmesh will provide Customers with at least 48 hours’ advance notice. Planned maintenance shall not be counted as downtime for the purpose of SLA availability calculations.
- Emergency Maintenance:
May occur without prior notice in case of urgent fixes (e.g., security vulnerabilities).

4. Support & Response Times

Koolmesh provides tiered incident response depending on issue severity:

Severity	Description	Initial Response Time	Resolution Target
P1 – Critical	Service outage or severe disruption affecting all users	≤ 1 hour (24/7)	Continuous work until resolved
P2 – High	Major feature degraded, no workaround available	≤ 4 business hours	Within 1 business day
P3 – Medium	Partial impact, workaround available	≤ 1 business day	Within 3 business days
P4 – Low	Minor issues, or general questions	≤ 2 business days	Next product release cycle

5. Support Channels

- Email: info@koolmesh.com
- Business Hours: Monday–Friday, 9:00–18:00 (local time)
- Emergency Hotline: Available for P1 (Critical) issues, 24/7

6. Exclusions

This SLA does not cover service issues caused by:

- Customer’s own hardware, software, or network failures
- Misuse, modification, or unauthorized configuration of Koolmesh services
- Third-party services or integrations not under Koolmesh’s control
- Force majeure events (natural disasters, war, government actions, etc.)
- Beta or trial services provided “as is”

7. Service Credits

If Koolmesh fails to meet the uptime commitment, customers are eligible to request service credits:

Professional services credits

0.5H – 1H downtime 0.5days of onsite commissioning support

1H-2H downtime 1days of onsite commissioning support

>2H downtime 1.5 days of onsite commissioning support

Service credits are the exclusive remedy for SLA breaches and must be requested within 30 days of the incident.

Terms of Use:

- Service Credits must be requested within 30 days of the incident via the Koolmesh Support Portal.

- Service Credits are provided in the form of onsite commissioning support, subject to scheduling availability. Koolmesh reserves the right to provide equivalent remote support where onsite support is not feasible.
- Service Credits are non-transferable, non-refundable, and may not be exchanged for cash.
- Service Credits must be utilized within 90 days of issuance, after which they shall expire.
- Service Credits constitute the sole and exclusive remedy for any SLA breach, unless otherwise agreed in writing.

8. SLA Review

Koolmesh reserves the right to review and update this SLA.