

# Aazly Service Level Agreement

This Service Level Agreement (“SLA”) is intended to provide Client with a general explanation of the service levels and support expectations for Client’s requests for support and resolution of service issues. This SLA is an exhibit to the Aazly Services Agreement entered into between Client and Aazly, Inc. (“Aazly”) (the “Services Agreement”). Client acknowledges that Aazly may offer new services or features not contemplated by this SLA, or may modify its support operations; accordingly, Aazly may alter or modify the terms of this SLA upon prior written notice or by posting a new version of this SLA at [www.aazly.com/legal](http://www.aazly.com/legal).

## 1. Definitions.

For purposes of this SLA, the following terms are defined as:

**“Customer”** means the individuals or entities who access the Platform to view, manage, or pay their utility accounts on behalf of or in connection with Client’s services.

**“Available”** means the actual time, measured in minutes, that the Platform is accessible to Client and Customers during a calendar month.

**“Platform”** means the Aazly software-as-a-service platform made available to Client under the Services Agreement.

**“Downtime”** means the actual time, measured in minutes, that Client or Customers are unable to access the Platform, excluding Excused Unavailability.

**“Excused Unavailability”** means any Downtime that results from: (a) issues or failures with Client’s or any Customer’s hardware, software, networks, communications systems, internet providers, or web browsers; (b) issues or failures of third-party sites, applications, software, hardware, or other components not controlled or provided by Aazly, including any payment processor; (c) the intentional, negligent, or malicious actions of third parties; (d) Client’s or any Customer’s intentional or negligent acts or omissions; or (e) force majeure events.

**“Planned Maintenance”** means (a) maintenance that occurs during normal maintenance windows (as specified in Section 4 below), and (b) maintenance that occurs outside normal maintenance windows for which Aazly has provided prior notice.

## 2. Uptime Commitment.

Aazly will use commercially reasonable efforts to ensure that the Platform is Available 99% of the time during each calendar month, excluding Downtime caused by Excused Unavailability and Planned Maintenance.

## 3. Support.

Client may submit support requests through the channel designated by Aazly from time to time. Support requests must include a reasonably detailed description of the issue, including the operating conditions that gave rise to it. Aazly will use commercially reasonable efforts to respond to Client’s support requests within two (2) business days and to address or fix reported errors that are within Aazly’s control. Aazly does not currently offer tiered, severity-based, or guaranteed response-time support levels.

## 4. Maintenance.

Aazly will use commercially reasonable efforts to perform maintenance in a manner that minimizes disruption to Client’s and Customers’ use of the Platform. Aazly’s normal maintenance windows are:

- Monday through Friday between 9:00 PM and 6:00 AM Pacific Time

- Weekends, anytime

Aazly will provide Client with prior notice if Aazly must perform maintenance outside its normal maintenance windows that is expected to cause Downtime. Aazly reserves the right to temporarily change service hours of operation or limit access to and use of the Platform in order to perform necessary repairs, modifications, and enhancements.

## 5. Sole Remedy.

Client's sole and exclusive remedy for any failure by Aazly to meet the uptime commitment in Section 2, or for any other service issue addressed by this SLA, is Aazly's use of commercially reasonable efforts to provide an error correction or work-around that corrects the reported non-conformity, as set forth in Section 11.1(a) of the Services Agreement. This SLA does not provide for service credits, refunds, or other financial remedies.

*Updated September 20, 2026*