Alliot Technologies Ltd

Symbius

Service Level Agreement

Alliot Technologies Ltd

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Registered in England and Wales with company number 11104160

(hereinafter "**Alliot**")

Service Level Agreement for the Symbius Software-as-a-Service platform

Alliot ensures the operation and maintenance of the software using the following metrics:

Metric	Guaranteed availability per month
(CRITICAL) Complete unavailability of the system, failure of data reception from all devices where the failure is caused by Symbius and not downstream connectivity (e.g. cellular provider). Failure of reception of data from an entire manufacturer of device where the failure is caused by Symbius and not downstream connectivity (e.g. cellular provider). Failure of the Symbius API for more than 30 minutes. Complete failure of the Symbius web user interface for more than 30 minutes.	98% (14h 36min Downtime)
(MAJOR) Failure of reception of data from multiple but not all devices where the failure is caused by Symbius and not downstream connectivity (e.g. cellular provider).	97% (21h 54min Downtime)
(MAJOR) Unavailability of the Symbius web user interface for more than 5 minutes. Unavailability of the Symbius API for more than 5 minutes.	97% (21h 54min Downtime)

Table 1: definition of the metrics

These metrics are used to ensure the measurability of the successful compliance with Alliot's Symbius SLA. The availability of each measure is considered individually.

Exceptions

Availability is not affected if downtime occurs as part of a server update, upgrade or as part of any planned maintenance.

Availability is not affected if the issue lies outside of the control of the Symbius platform such as cellular communications networks providing the connectivity to devices.

Hosting

If it is proved that the server outage is caused by an issue with the underlying hosting provider, the SLA won't be breached.

Penalties on breach of guaranteed availability

Should Alliot be unable to meet the guaranteed availability, the following penalties will apply:

The following table describes the reduction of the service fee rate of the month in which the availability could not be met to a percentage dependent on the downtime:

Outage	Reduction of the Service Fee
After 0 min to 8h	15%
After 8h to 24h	25%
After 24h to 72h	35%
After 72h	50%

Table 2: Downtime and reduction of the service fee