

Creatrix Service Level Agreement

Version 1.0 · Effective 20 April 2026

This is version 1.0. It remains permanently available at this address. Later versions, if any, are published alongside it and listed on the version history below.

This Service Level Agreement (the “**SLA**”) sets out the production availability and support commitments that the Anubavam entity named in a customer’s agreement (the “**Service Provider**”) gives to that customer (the “**Client**”) for Creatrix software, including Creatrix Campus, Creatrix Datahub and Creatrix Connect.

This SLA forms part of the Client’s master service agreement (the “**Agreement**”) by reference, at the version stated in the Agreement. Capitalised terms not defined here have the meanings given in the Agreement.

This SLA is the Service Provider’s standard service level agreement. It is not varied Client by Client, except through additional commitments stated in a Statement of Work, as the Agreement permits.

1. Definitions

- “**Business Hours**” means 09:00 to 18:00 on a Business Day at the Client’s principal place of business.
- “**Case**” means a support request logged by a Named Support Contact and assigned a unique reference.
- “**Month**” means a calendar month.
- “**Named Support Contact**” means an individual designated by the Client under paragraph 6.1.
- “**Planned Maintenance**” means maintenance carried out within a window notified under paragraph 3.
- “**Production Environment**” means the Client’s live environment. It excludes development, test and staging environments.

- **“Response”** means the Service Provider’s first substantive acknowledgement of a Case by a person, confirming receipt and the assigned severity. A Response is not a resolution.
- **“Unplanned Outage”** means a period during which the Production Environment is unavailable to the Client. It excludes Planned Maintenance and the periods excluded under paragraph 2.3.

2. Service availability

2.1 Commitment. Service availability of **99.90% per Month** for the Production Environment. This allows approximately 43 minutes of Unplanned Outage per Month.

2.2 Measurement.

$$\text{Availability} = ((\text{Total} - \text{Planned Maintenance} - \text{Unplanned Outage}) \div (\text{Total} - \text{Planned Maintenance})) \times 100$$

Total is the number of minutes in the Month. Planned Maintenance within its notified window is excluded from both sides of the calculation, so it never reduces availability. Planned Maintenance that runs beyond its notified window counts as Unplanned Outage. If Planned Maintenance finishes early, the unused time is not credited against Unplanned Outage.

2.3 Exclusions. The following do not count as Unplanned Outage:

- (a) Planned Maintenance within a notified window;
- (b) force majeure;
- (c) the Client’s own equipment, networks or connectivity;
- (d) products, services or integrations the Client selects or contracts, and the systems of a Regulator. Outages of the Service Provider’s own hosting providers are not excluded;
- (e) the Client’s failure to observe required configurations or use restrictions;
- (f) the Client’s breach of the Agreement, including suspension for non-payment; and
- (g) environments other than the Production Environment.

2.4 Reporting. Availability figures are provided on request, not more than once per Month.

3. Planned maintenance

3.1 Planned Maintenance takes up to three (3) hours per week, and only where necessary.

3.2 The standard window is **Saturday 20:30 to 23:30 UTC**. If that window falls within the Client’s working hours, an alternative window of the same length is agreed on request.

3.3 Changes to the standard window are notified at least thirty (30) days in advance.

3.4 Emergency maintenance needed to protect security or integrity may be carried out at any time, with as much notice as is reasonably practicable. It is treated as Planned Maintenance if notice is given before it begins, up to four (4) hours in total per Month. Any excess counts as Unplanned Outage.

3.5 Where the Software submits data to a Regulator on a schedule, Planned Maintenance is not scheduled to coincide with a Regulator submission deadline that the Client has notified to the Service Provider.

4. Releases

4.1 Feature releases take place approximately twice a year, at a weekend and within a Planned Maintenance window. Releases and service updates do not materially reduce contracted functionality during the Subscription Term.

5. Business continuity

Objective	Commitment
Recovery Point Objective	12 hours
Recovery Time Objective	24 hours

5.1 The disaster recovery plan is tested at least once every six (6) months. A summary of the latest test is available on request.

6. Support

6.1 **Named Support Contacts.** The Client may designate up to five (5) Named Support Contacts, who must be trained on the parts of the Software for which they log Cases.

6.2 **Logging a Case.** Cases are logged through the Creatrix support portal, or by email to the support address notified to the Client.

6.3 **Severity.** The Client proposes a severity for each Case. The Service Provider confirms it, or assigns a different severity and gives reasons. If the Parties disagree, the matter is escalated to management on both sides within one (1) hour.

6.4 Severity levels.

Severity	Definition	Support hours	Response
1	Production Environment unavailable, or a critical business process prevented, with no workaround. This includes a complete failure of scheduled Regulator submissions caused by the Software	24 × 7	Within 2 hours
2	An important business process impacted. A workaround exists but is not satisfactory	Business Hours	Within 8 Business Hours
3	A non-critical process delayed. A workaround exists	Business Hours	Within 2 Business Days
4	A request that does not affect operation	Business Hours	Within 5 Business Days

6.5 Resolution. Response times are commitments. Resolution times are not committed under this SLA unless a Statement of Work states otherwise. The Service Provider works diligently towards resolution, and keeps the Client informed, having regard to the severity of the Case.

6.6 Severity 1. The Service Provider works continuously until service is restored. If a Severity 1 Case is unresolved one (1) hour after Response, it is escalated internally. The Client keeps a Named Support Contact available until the Case is resolved.

6.7 Escalation. For Severity 2 to 4 Cases, the Client may request escalation. The Service Provider acknowledges the request within one (1) Business Day and names the person handling it.

7. Performance objective

7.1 The Service Provider aims to deliver at least 90% of online transactions in five (5) seconds or less. This is an objective only, and no service credit arises from it.

8. Service credits

8.1 If availability in a Month falls below 99.90%, the Client may claim a credit against the Monthly Subscription Fee. The Monthly Subscription Fee is one twelfth of the annual subscription fee, or of the term fee for a one-year term.

Availability achieved	Credit
99.90% or higher	None
99.00% to 99.89%	5%
98.50% to 98.99%	10%
98.00% to 98.49%	15%
Below 98.00%	20%

8.2 Credits are capped at 20% of the Monthly Subscription Fee for any Month.

8.3 To claim a credit, the Client submits a written claim within thirty (30) days after the end of the Month. The Service Provider responds within thirty (30) days. An approved credit is applied to the next invoice. If no further invoice will be issued, it is paid to the Client within thirty (30) days.

8.4 Service credits are the sole remedy for failure to meet the availability commitment. This does not limit the Client's rights for a material breach of the Agreement.

8.5 No credit is payable for exclusions under paragraph 2.3, or while the Client is in payment default.

8.6 **Repeated failure.** If availability is below 99.00% in any three (3) consecutive Months, the Client may terminate the affected services on thirty (30) days' notice. It then receives a pro rata refund of prepaid subscription fees for the unused period.

8.7 **Disaster recovery.** Time spent recovering from a disaster counts as Unplanned Outage for availability and credits. The recovery objectives in paragraph 5 do not exclude it.

9. Scope of support

9.1 **Included.** Functionality delivered by the Service Provider, including configurations and integrations it built.

9.2 **Not included:**

- (a) third-party or Regulator systems, and integrations not built by the Service Provider;
- (b) the Client's own environment;
- (c) use outside agreed scope;
- (d) training, configuration changes, data correction and report building, which are provided under a Statement of Work or Change Request;
- (e) non-production environments; and
- (f) unauthorised modifications.

10. General

10.1 This SLA applies for the term of the Agreement.

10.2 The Service Provider may publish a new version of this SLA on at least sixty (60) days' notice. A new version does not reduce, during the then-current Subscription Term, any of the following:

- the availability commitment;
- the recovery objectives;
- the response commitments; or
- any other right of the Client.

Version history

Version	Effective	Summary
1.0	20 April 2026	First published version

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