

# Munu Service Level Agreement

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This Service Level Agreement outlines support, response times, availability targets, and service standards.

## SLA at a glance

### Availability

99.8% per calendar month. Applies to Munu Cloud Portal in production.

### Support hours

Business Days 08:00-17:00 CET. Critical Incidents are received 24/7/365 by phone.

### Incident reporting

Incidents must be reported by phone. This is required for SLA coverage.

### High-level response targets

Critical < 2 hours. High < 4 hours. Normal < 1 Business Day. Applies to Incidents.

### Key exclusions

POS is not covered by the availability guarantee. Third-party downtime is excluded. Integrations are handled based on impact.

### Service credits

Applies only where explicitly agreed. Claims must be submitted within 30 days after month-end.

## 1. Purpose and Scope

This Service Level Agreement ("SLA") governs the service levels for the Service provided by the Supplier under the Agreement, including support, response times, update intervals, target resolution times, maintenance, availability, and rules for standardized compensation (service credits) where explicitly agreed.

The SLA is published on the Supplier's website and made available via URL, and forms an integral part of the applicable customer agreement by reference.

**The SLA obligations apply to the Service in ordinary production operation.**

## 2. Definitions

Unless otherwise stated in the Agreement, the following definitions apply:

**Incident:** An unplanned interruption to or degradation of the Service.

**Service Request:** A request for assistance, guidance, change, access, or general information that is not related to a fault in the Service.

**Service Hours:** The time period during which the Supplier's Customer Support receives and handles enquiries in accordance with this appendix.

**Response Time:** The time from when Customer Support has acknowledged receipt of the enquiry to the Customer, a support ticket has been registered, and incident handling has commenced within Service Hours.

**Update Interval:** The maximum time between status updates in an open case within Service Hours.

**Resolution Time:** The time (within Service Hours only) from the commencement of incident handling until the fault has been corrected or a functional workaround is in place. Resolution time is a target and not a guaranteed obligation.

**Workaround:** A temporary measure that restores functionality or mitigates impact until a permanent solution is implemented.

**Availability:** The percentage of time the Service is operational and available during the measurement period, calculated in accordance with Section 8.

**Downtime:** Time during which the Service is unavailable due to circumstances for which the Supplier is responsible, subject to the exclusions in Section 9.

**Business Day:** Monday to Friday, excluding statutory public holidays.

## 3. Scope of Services

### 3.1 Munu Cloud Portal (SaaS)

The Munu Cloud Portal in the production environment is covered by the availability guarantee set out in Section 8.

### 3.2 Point of Sale (POS)

The POS solution is locally installed and dependent on the Customer's network, local devices, hardware, and any third-party services. The POS solution is not covered by the availability guarantee.

### 3.3 Munu Data Store (MDS)

The Supplier endeavours to maintain high availability and data updates in accordance with the agreed functionality. MDS is not covered by the availability guarantee.

### 3.4 Integrations and Enterprise API

Integrations provided by the Supplier are handled based on actual impact. Errors or unavailability caused by third parties do not give rise to service credits.

## 4. Support, Service Hours and Contact Channels

### 4.1 Service Hours

Business Days from 08:00 to 17:00 CET

Critical Incidents are received 24/7/365 by telephone

Active incident handling takes place during Service Hours unless otherwise expressly agreed.

### 4.2 Contact Channels

**Incidents:** All Incidents must be reported by telephone to Customer Support in order to be covered by the SLA targets in Section 5. Incidents reported through other channels are not considered registered until Customer Support has acknowledged receipt and created a support ticket.

**Service Requests:** Service Requests may be submitted by telephone or email. Service Requests are considered registered once Customer Support has created a support ticket.

### 4.3 Telephone Availability

The Supplier endeavours to maintain high telephone availability. Based on historical measurements, the average telephone answer time is normally around 30 seconds during Service Hours. During periods of high call volume, queues may occur and individual answer times may exceed the average. The stated average answer time is a service quality indicator only and does not constitute a guarantee.

## 5. Response Times, Update Intervals and Measurement Point

The applicable SLA targets for response times and update intervals are measured from the time Customer Support has acknowledged receipt of the enquiry to the Customer, a support ticket has been registered, and incident handling has commenced within Service Hours.

For Incidents, this presupposes that the enquiry has been reported by telephone in accordance with Section 4. For Service Requests, the measurement point applies regardless of whether the enquiry was received by telephone or email.

## 5.1 Severity classification

Incidents are classified into severity levels based on objective impact on the Service. The Customer may indicate perceived severity; final severity classification is confirmed by the Supplier.

Severity	Description
Critical error	The Service is unavailable, or revenue-critical operations are blocked, with no reasonable workaround available.
Serious error	Major functionality is unavailable or significantly degraded, but a workaround exists allowing continued operation.
Less serious error	Reduced functionality or performance that does not materially block the Customer's operations.

Response times, update intervals, reporting requirements, escalation, and measurement points are governed by Sections 4 and 5 of this SLA.

## 5.2 Incidents (telephone)

Severity	Response Time	Update Interval
Critical error	< 2 hours	< 2 hours
Serious error	< 4 hours	< 4 hours
Less serious error	< 1 Business Day	< 2 days

## 5.3 Service Requests

Priority	Response Time	Update Interval
Critical error	< 2 Business Days	< 2 Business Days
Serious error	< 3 Business Days	< 3 Business Days
Less serious error	< 4 Business Days	< 4 Business Days

The stated times are targets and not guaranteed obligations.

## 6. Target Resolution Times (within Service Hours)

Target resolution times apply within Service Hours only and are measured from the time incident handling has commenced in accordance with Section 5 until the fault has been corrected or a functional workaround is in place.

Target resolution times are conditional upon the Customer providing the necessary cooperation.

Severity	Response Time
Critical error	< 2 hours (workaround or solution)
Serious error	< 4 hours (workaround or solution)
Less serious error	< 16 hours (workaround or solution)

## 7. Maintenance

Planned maintenance is normally carried out outside ordinary business hours, between 02:00 and 06:00 CET, and is not considered Downtime when calculating Availability.

## 8. Availability

### 8.1 Availability Guarantee

The availability guarantee applies only to the Munu Cloud Portal in production and is 99.8% per calendar month, measured 24/7/365.

### 8.2 Calculation

Availability (%) is calculated as:

$$((D - N - P) / (D - P)) \times 100$$

**Where:**

D = total time in the measurement period (calendar month)

N = Downtime (in minutes) attributable to the Supplier

P = planned maintenance (in minutes)

## 9. Exclusions (not considered Downtime)

- a) Planned maintenance in accordance with Section 7
- b) Circumstances attributable to third parties
- c) The Customer's network, hardware, or applications
- d) Force majeure
- e) Lack of or delayed cooperation from the Customer
- f) Security measures necessary to protect the Service
- g) Customer-initiated pause in incident handling or agreed postponement of remediation

## 10. Standardised Service Credits

### 10.1 Activation

Standardised service credits apply only where explicitly agreed between the Parties, for example through an SSA-L or a separate Enterprise Agreement. Where service credits are not agreed, breach of the availability guarantee does not give rise to any right to financial compensation.

### 10.2 Service Credit Model (where agreed)

Monthly Availability	Service Credit
< 99.79%	2%
< 99.50%	4%
< 99.00%	6%
< 98.50%	8%
< 98.00%	10%

Service credits are calculated as a percentage of the previous month's fee for the affected Service/location.

### 10.3 Claims

Claims for service credits must be submitted in writing within 30 days after the end of the relevant calendar month.

### 10.4 Customer's Sole Financial Remedy Related to Availability

Where service credits are agreed, such credits constitute the Customer's sole financial remedy in relation to breach of the availability guarantee.

## 11. Customer Responsibilities

The Customer shall:

- keep contact information up to date
- report Incidents by telephone
- cooperate in troubleshooting

- ensure a functioning local environment

## **12. Hardware as a Service (HaaS)**

Where the Customer uses hardware supplied by the Supplier under a separate HaaS agreement, delivery, replacement, and cost responsibility are governed by the HaaS terms. SLA obligations for hardware apply only where all relevant hardware is supplied by the Supplier and covered by a HaaS agreement.

## **13. Publication and Amendments**

This Service Level Agreement ("SLA") is published on the Munu website and may be updated from time to time. The version of the SLA published on the website constitutes the current version of the SLA.

Any amendments to this SLA shall not apply retroactively unless explicitly agreed in writing between the parties. The version of the SLA in effect at the time the SLA becomes part of a customer agreement shall apply, unless otherwise agreed in writing.