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Service Level Agreement

Software as a Service (SPaS)

At Nebul, we understand the critical importance of high availability and transparent service levels for our customers. Our commitment is to provide reliable and High-Performance infrastructure services that support your business needs and ensure seamless operations. This SLA outlines our dedication to maintaining exceptional uptime and service standards. We value your trust and are committed to continuously enhancing our services to meet and exceed your expectations.

Version: 1.1

Table of Contents

Schedules

SLA: Software as a Service (SaaS)

This SLA is a policy governing the use of Nebul Software as a Service (SaaS) offerings and applies to each account that the Customer uses. Capitalized terms used but not defined in this SLA shall have the meanings outlined in the Master Agreement.

1. Introduction

For Customers using Nebul SaaS Services Nebul will make commercially reasonable efforts to ensure service availability for the services provided with a Monthly Uptime Percentage of at least 99.50%. taking redundancy into account (one of the two needs to be online) in each monthly billing cycle. If the Nebul Infrastructure Services do not meet the Multi-Zone IaaS SLA, you will be eligible for Service Credits as described below:

Meeting	Frequency
Less than 99.50% but equal or greater than 99.00%	10%
Less than 99.00% but equal or greater than 95.00%	30%
Less than 95.00%	100%

2. SLA Credits

Service Credits are calculated as a percentage of your monthly bill (excluding one-time payments such as upfront payments made for Reserved Instances) for the Nebul NeoCloud in the affected Nebul region that did not meet the Multi-Zone or Single-Zone SLA.

We will apply any Service Credits only against future payments for the Nebul NeoCloud otherwise due from you. Service Credits will not entitle you to any refund or other fee from Nebul. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one Euro (€1). Service Credits may not be transferred or applied to any other account.

3. Credit request and payment procedures

To receive a Service Credit, you must submit a claim by opening a case in the Nebul Support Portal. You may only submit a claim under either the Multi-Zone SLA or the Single-Zone SLA, as these claims cannot be combined or stacked for a particular Single-Zone Deployment. We must receive Your Service Credit request by the end of the second billing cycle following the incident.

4. Periodic Review

Nebul is committed to periodically reviewing and updating this SLA to ensure it remains relevant and fair. This SLA will be reviewed at least once every two years. Adjustments may be made based on Customer feedback, technological advancements, and industry standards, as well as other relevant factors.

Schedule 1: Definitions

Multi-Availability Zone   The deployment of Nebul Services in multiple distinct locations (zones) within a region is engineered to isolate it from failures in other locations (zones).

Single-Availability Zone   An individual deployment of Nebul NeoCloud in a single location (zone) within a region.

Region   A geographic area designated by Nebul that contains multiple Availability Zones.

Monthly Uptime %   Calculated by subtracting from 100% the percentage of minutes during the month in which the Services were Unavailable.

Nebul NeoCloud   Nebul's NeoCloud Services provide exclusive access to private, virtual and bare-metal computing resources.

Service Credit   Credits awarded to Customer if the Service Level Agreements commitments laid down in Article 1 SLA are not met.

Unavailable or Unavailability   When the contracted Nebul SaaS services are not accessible.

Nebul Support Portal   The online interface where Nebul customers can submit and manage support cases.

Schedule 2: Version Control

Version	Date	Status	Information
V1.0	Dec. 2024	Archive	Initial SaaS SLA
V1.1	July 2025	Current	Layout update (Nebul Rebrand)