

Service Level Agreement

9th, June 2026

1. Scope and Eligibility

This Service Level Agreement ("SLA") is an addendum to the standard CORTECS Terms & Conditions. It is designed to provide prioritized support and guaranteed uptime remedies to qualifying high-volume users.

To be eligible for this SLA, the CUSTOMER must maintain an accumulated or projected annual platform spend of at least €10,000.00 (EUR). Eligible CUSTOMERS may request Enterprise SLA coverage by contacting enterprise@cortecs.ai. This SLA becomes effective upon formal written approval.

2. Uptime and Availability

2.1 Uptime Target

CORTECS targets 99.9% availability for the Routing Gateway per calendar month.

2.2 Definition of Availability

Availability is defined as the Gateway's ability to:

- Receive valid API requests;
- Attempt to forward them to the configured Upstream Inference Provider (or fallback); and
- Return the resulting response to the CUSTOMER.

If a primary upstream provider fails, the Gateway is considered "Available" provided it successfully attempts to route the request to the CUSTOMER'S configured fallback.

2.3 Exclusions

CORTECS is not responsible for, and Downtime shall not include, routing failures caused by:

- The simultaneous unavailability of configured upstream providers;
- The CUSTOMER'S failure to configure valid fallback providers;
- Scheduled maintenance or emergency maintenance; or
- Force majeure events.

cortecs[®]

Cortecs GmbH
Althanstraße 4, 1090 Vienna, AUT
ATU77164426

2.4 Service Credits

If CORTECS fails to meet the Uptime target in a given calendar month, the CUSTOMER is eligible for Service Credits as their sole and exclusive remedy for such failure.

The Service Credit Amount is calculated using the following formula:

Service Credit Amount = Affected Usage Volume × Credit Percentage

- Affected Usage Volume: The CUSTOMER'S average hourly spend in EUR during the affected month, multiplied by the total number of full hours of Downtime. Any partial hour of Downtime will be rounded up to the next full hour for this calculation
- Credit Percentage: Determined by the monthly Uptime level:
 - 10% for Uptime < 99.9% but ≥ 99.0%
 - 25% for Uptime < 99.0%

2.5 Claim Process

To receive a reimbursement, the CUSTOMER must submit a written claim to CORTECS within thirty (30) days of the end of the month in which the Downtime occurred.

Accepted credits are added to the CUSTOMER'S account balance, are non-transferable, and cannot be exchanged for cash.

3. Support Levels and Response Times

Under this active SLA, CORTECS will use commercially reasonable efforts to meet the targeted response times for technical support based on the criticality of the reported issue. These response times represent operational targets rather than absolute guarantees. "Business Hours" are defined as Monday through Friday, 9:00 AM to 5:00 PM Central European Time (CET/CEST), excluding Austrian national holidays.

- Severity 1 (Critical): Complete Gateway outage or critical routing failure resulting in a total halt of the CUSTOMER'S production operations. No workaround is available.

Response Time: **1 Hour** (24/7/365)

- Severity 2 (High): Major functionality is impaired, significant performance degradation, or partial routing failures affecting a substantial portion of production traffic. A temporary workaround may be available.

Response Time: **4 Hours** (During Business Hours)

- Severity 3 (Normal): General inquiries, non-critical bugs, configuration assistance, or issues affecting non-production requests without significant business impact.

Response Time: **1 Business Day** (During Business Hours)

To report an issue and initiate a support ticket, please contact support@cortecs.ai.