

Legal & Compliance

Enterprise Service Level Agreement (SLA)



Last Updated: January 1, 2026

This Service Level Agreement (“SLA”) forms part of the Terms of Service or other governing agreement (the “Agreement”) between PYBK Inc. (“PYBK”) and Customer.

1. Scope

This SLA applies to the availability and support of the PYBK platform (Playbook) (the “Services”) for Enterprise Customers.

This SLA does not apply to:

- AI-generated outputs, recommendations, or AI feature performance
- beta, preview, or experimental features
- integrations, APIs, or third-party services

2. Service Availability

PYBK will use commercially reasonable efforts to make the Services available at a high level of reliability.

2.1 Definition of Availability

“Service Availability” means the percentage of total time during a calendar month in which the Services are operational and accessible, excluding Excluded Downtime.

Availability is measured using PYBK’s internal systems and reasonable methodologies, which shall serve as the reference for SLA calculations.

Service degradation affecting a limited subset of features or users may not constitute Downtime.

2.2 Excluded Downtime

The following are excluded:

- scheduled maintenance (with reasonable prior notice where practicable)
- emergency maintenance
- maintenance typically performed during low-usage periods, where practicable
- issues caused by Customer systems, configurations, or misuse
- third-party services, infrastructure, or integrations
- internet service provider or network issues outside PYBK’s control
- force majeure events (as defined in the Agreement)

3. Support and Incident Response

3.1 Support Channels

Enterprise Customers may submit requests via:

- in-application support tools
- designated support email or portal

Legal & Compliance

Enterprise Service Level Agreement (SLA)



3.2 Support Hours

Support is provided during standard business hours unless otherwise specified in the applicable Order Form. Critical (P1) issues may be addressed on a 24/7 basis where commercially reasonable.

| Severity | Description | Target Initial Response |
|---------------|---|-------------------------|
| Critical (P1) | Service unavailable or materially unusable for core functionality | ≤ 4 business hours |
| High (P2) | Significant functionality impacted | ≤ 1 business day |
| Medium (P3) | Partial degradation with workaround available | ≤ 2 business days |
| Low (P4) | General inquiry or minor issue | ≤ 3 business days |

Severity classification is determined by PYBK acting reasonably based on impact.

3.4 Resolution Targets

PYBK will use commercially reasonable efforts to resolve issues promptly. Resolution times are targets only and not guaranteed.

3.5 Escalation

PYBK maintains internal escalation procedures for high-severity incidents, including escalation to senior technical resources where appropriate.

4. Service Credits

4.1 Eligibility

If Service Availability falls below applicable thresholds in a given month, Customer may be eligible for service credits.

| Monthly Availability | Service Credit |
|----------------------|----------------|
| < 99.9% and ≥ 99.0% | 5% |
| < 99.0% and ≥ 98.0% | 10% |
| < 98.0% | 20% |

Legal & Compliance

Enterprise Service Level Agreement (SLA)



4.3 Credit Conditions

- Credits are Customer's sole and exclusive remedy
- Total credits shall not exceed 20% of monthly fees
- Claims must be submitted within 30 days of the applicable incident
- PYBK may require reasonable supporting documentation

5. Customer Responsibilities

Customer agrees to:

- use the Services in accordance with the Agreement
- maintain appropriate configurations, permissions, and access controls
- promptly report incidents with relevant detail
- reasonably cooperate with PYBK

Failure to meet these responsibilities may affect SLA applicability.

6. Limitations and Exclusions

This SLA does not apply to:

- AI-generated outputs or AI-powered actions
- issues resulting from misuse or unauthorized access
- unsupported configurations or environments
- beta, preview, or experimental features

PYBK does not guarantee:

- uninterrupted or error-free operation
- specific performance metrics (including latency or response times)

While PYBK maintains backup and recovery procedures, restoration timeframes are not guaranteed under this SLA.

7. Third-Party Dependencies

The Services rely on third-party infrastructure and services.

Such components are provided on an "as available" basis and are not subject to SLA commitments.

PYBK is not responsible for failures caused by third-party providers.

8. Premium Support (Optional Tier)

PYBK may offer enhanced support tiers under separate agreement or Order Form, which may include:

- extended or 24/7 support coverage
- faster response targets
- dedicated support resources

Such offerings, if applicable, will be defined in the Order Form and supersede this SLA where specified.

Legal & Compliance

Enterprise Service Level Agreement (SLA)



9. Changes to This SLA

PYBK may update this SLA from time to time.

Changes will not materially reduce committed service levels during an active Enterprise subscription term.

10. Order of Precedence

In the event of conflict:

- This SLA governs service level commitments
- The Agreement governs all other terms

11. Governing Law

This SLA is governed by the governing law provisions set forth in the Agreement.

12. Contact

Enterprise support contact details will be provided in the applicable Order Form or onboarding materials.