

Service Level Agreement (SLA) for Foyer

1. Service Availability

1.1 Availability Commitment: Foyer is committed to providing a service uptime of 99.9% measured over a calendar month, excluding scheduled maintenance. This commitment ensures that the platform is available for use by our customers at all times, with minimal interruption.

1.2 Scheduled Maintenance: Maintenance windows during which Foyer may be temporarily unavailable will typically occur during off-peak hours to minimize disruption.

1.3 Emergency Maintenance: In rare cases requiring emergency maintenance, Foyer may be taken offline immediately to protect the integrity of the platform. Every effort will be made to notify customers of emergency maintenance and its expected duration as soon as possible.

2. Support Response Times

2.1 Support Channels: Foyer provides support through email at support@usefoyer.com and phone at +1 414-215-0898 during specified operating hours.

2.2 Response Time Targets:

- **Critical Issues:** Foyer commits to responding to critical issues (such as complete service outage) within 1 hour during business hours
- **Major Issues:** Responses to major issues (significant degradation in service functionality without workaround) will be provided within 4 hours within business hours
- **Minor Issues:** Responses to minor issues (non-critical bugs) will be provided within 24 hours.
- **General Inquiries:** General support inquiries will receive a response within 2 business days

2.3 Operating Hours: Support services are available from Monday to Friday, 9:00 AM to 5:00 PM (Central Time), excluding public holidays.

3. Escalation Procedures

3.1 Escalation Paths: If a support issue is not resolved within the defined response times or requires escalation, customers may request escalation by contacting Foyer Support.

3.2 Escalation Response Times: Escalated issues will receive attention within 2 hours of escalation during normal business hours.

4. Customer Responsibilities

4.1 Reporting Issues: Customers are responsible for promptly reporting any issues or disruptions to Foyer Support through designated channels. Clear and detailed descriptions of

the issue, along with any relevant screenshots or error messages, will facilitate quicker resolution.

4.2 System Requirements: Customers must ensure that their systems meet the minimum requirements specified for using Foyer effectively. Compatibility issues arising from unsupported configurations may impact the SLA commitments.

6. Review and Amendment

6.1 SLA Review: This SLA will be reviewed annually or as necessary to ensure its continued relevance and effectiveness.

6.2 Amendment: Foyer reserves the right to amend this SLA with reasonable notice to customers. Amendments will be communicated via email and updated on the Foyer website.