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Service Level Agreement (SLA)

Effective Date: Friday September 18, 2026

This Service Level Agreement ("SLA") is incorporated into and forms part of the Terms and Conditions of Service and applicable Order Form between Tayrex Corp ("Tayrex") and Customer for the QaskAI™ service ("Service"). This SLA describes Tayrex' commitments regarding Service availability and support responsiveness.

1. Service Availability

Tayrex will use commercially reasonable efforts to maintain Service availability of 99.5% measured monthly, excluding Scheduled Maintenance and Excused Downtime as defined below.

"Uptime" is calculated as: $(\text{Total Minutes in Month} - \text{Downtime Minutes}) \div \text{Total Minutes in Month} \times 100$.

2. Scheduled Maintenance

Tayrex may perform scheduled maintenance that temporarily affects Service availability. Tayrex will provide at least 24 hours' advance notice for maintenance expected to cause Service unavailability, and will use reasonable efforts to schedule such maintenance outside of Customer's core business hours where practicable.

3. Excused Downtime

The following are excluded from Uptime calculations and do not count as Downtime:

- Scheduled Maintenance performed with required notice;
- Outages caused by factors outside Tayrex' reasonable control, including internet service provider failures, denial-of-service attacks, or force majeure events;
- Outages caused by Customer's equipment, software, or third-party integrations not provided by Tayrex;
- Outages resulting from Customer's breach of the Terms or Acceptable Use Policy.

4. Support Hours & Severity Levels

Standard support is available Monday–Friday, 9:00 AM–5:00 PM Eastern Time, excluding published holidays ("Business Hours"). Critical (Sev 1) issues may be reported 24/7 via the emergency contact channel specified in the Order Form.

Severity	Definition	Initial Response Time	Target Resolution
Critical (Sev 1)	Service is completely unavailable to all users; no workaround exists	1 business hour	4 business hours
High (Sev 2)	Major feature unavailable or severely degraded; workaround may exist	4 business hours	1 business day
Medium (Sev 3)	Minor feature issue or degraded performance with limited impact	1 business day	3 business days
Low (Sev 4)	General question, cosmetic issue, or enhancement request	2 business days	Next scheduled release
Note:	Low Severity are subject for approval before incorporating into the Service.		

5. Service Credits

If Tayrex fails to meet the Uptime commitment in Section 1 in a given calendar month, Customer may request the following service credit, applied against the next invoice, provided Customer submits a claim within 30 days of the end of the affected month:

Monthly Uptime Percentage	Service Credit
< 99.5% but $\geq$ 99.0%	5% of monthly subscription fee
< 99.0% but $\geq$ 95.0%	10% of monthly subscription fee
< 95.0%	25% of monthly subscription fee

Service credits are Customer's sole and exclusive remedy for any failure to meet the Uptime commitment. Total credits in any month will not exceed 25% of that month's subscription fee.

6. AI Output Quality

Because Outputs are generated using artificial intelligence, Tayrex does not warrant a specific accuracy rate for Outputs. Tayrex will maintain a feedback mechanism allowing Customer to flag inaccurate or unhelpful Outputs and will use such feedback to improve the Service on a commercially reasonable, ongoing basis.

7. Reporting

Monthly uptime report and a summary of support tickets logged and resolved during the period report, are available in the QaskAI™ portal.

8. Changes to this SLA

Tayrex may update this SLA from time to time; any material reduction in service commitments will not apply to Customer until Customer's next renewal term, and Tayrex will provide at least 30 days' notice of such changes.

9. Contact

Support requests and Escalations are handled in the QaskAI™ portal.