Service Level Agreement and Support

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https://gonovus.ai/legal/sla/v1.0

This SLA applies to all GoNovus customers, including pay-as-you-go, monthly, Enterprise and free testing customers. Standard support applies unless a different support plan is agreed. Where an Order Form incorporates the Master Services Agreement at https://gonovus.ai/legal/msa, this SLA forms part of that Agreement. An expressly agreed Order Form may provide a different availability commitment or support plan. Credits are calculated from eligible fees for the affected service and month; a free period with no eligible fees has a zero credit base, while availability and support commitments still apply.

1. Availability Commitment

GoNovus commits to 99.5% Monthly Uptime for the covered Service in each calendar month, measured for the affected Customer deployment. The covered Service is available when its End User-facing interface and core API can perform their material contracted functions; a successful HTTP response alone does not establish availability. Covered downtime includes failures of GoNovus-controlled infrastructure, application code, integration or configuration that prevent those functions. Monthly Uptime = 100 × (eligible minutes minus covered downtime minutes) / eligible minutes. Eligible minutes are the minutes the affected Service is provisioned during that month, less excluded periods; overlapping periods are counted only once. If no eligible minutes remain, no Monthly Uptime percentage or availability credit is calculated for that month. GoNovus will use monitoring records and reasonably substantiated Customer reports to establish affected periods. Excluded periods are: (a) scheduled maintenance announced at least 48 hours ahead, with a target of scheduling outside 9am-9pm US Eastern and no more than 8 hours per month; (b) necessary emergency security or stability maintenance; (c) failures of Customer systems or the Platform outside GoNovus's reasonable control; (d) unavailability, latency, rate limiting or degraded output quality attributable to an underlying third-party foundation-model provider and outside GoNovus's reasonable control; (e) Customer breach, valid suspension under the Agreement or force majeure. An exclusion applies only to the period and extent attributable to that cause. Model-provider exclusions do not cover failures caused by GoNovus's own code, integration, credentials, configuration or capacity management. AI answer quality is not an uptime guarantee and is handled under Section 4. Voice features continue to be measured separately and are not eligible for availability service credits; support remains available for Voice issues.

2. Service Credits

Monthly Uptime	Credit (% of the Monthly Fee Base for the affected month)
< 99.5% but ≥ 99.0%	5%
< 99.0% but ≥ 95.0%	10%
< 95.0%	25%

"Monthly Fee Base" means the monthly subscription Fees for the affected Service or its monthly Minimum Commitment, whichever is higher; Overage and Professional Services fees are excluded. For pay-as-you-go customers with neither a subscription fee nor a Minimum Commitment, the base is the actual usage Fees payable for the affected Service in that month, before SLA credits; one-time implementation, Professional Services fees and taxes are excluded. A free period

with no eligible Fees has a zero base. To receive a credit, Customer must request it within 30 days after month-end with reasonable details of the incident. Credits apply to future invoices, are not refundable as cash, and total no more than 25% of the Monthly Fee Base for that month. Credits are the sole contractual remedy for failure to meet this availability commitment, without limiting rights that cannot lawfully be excluded. Customer is not entitled to credits while it has overdue undisputed invoices.

3. Support

Support channels: email to support@gonovus.ai and, where agreed in an Order Form, a shared chat channel or in-app chat. Support hours: 9am–6pm US Pacific, Monday–Friday, excluding US holidays. Severity 1 issues are monitored 24/7.

Severity	Definition	Target initial response	Target update / workaround
Sev 1 – Critical	Covered Service unavailable for all End Users of the affected Customer deployment, or a Security Incident	1 hour	Updates every 4 hours; workaround target 8 hours
Sev 2 – High	Major feature impaired (e.g., voice down, AI Output materially wrong across a Customer Property); no workaround	4 business hours	Updates daily; workaround target 2 business days
Sev 3 – Normal	Partial or minor issue; workaround exists; isolated incorrect AI Output	1 business day	As appropriate
Sev 4 – Low	Questions, configuration help, feature requests	2 business days	As appropriate

Initial response, update and workaround times are targets, not guaranteed restoration or resolution deadlines. A response means acknowledging and starting to assess the issue. Customer will provide reasonable diagnostic information and designate up to 3 support contacts.

4. AI Output Issues

Customer may report inaccurate or inappropriate AI Output. GoNovus will respond and investigate according to the support targets above and use reasonable efforts to correct issues in its agent configuration, retrieval, workflows or guardrails. Those targets do not guarantee that every AI Output issue will be resolved within a particular time. Underlying model-provider instability is excluded from availability credits only as specified in Section 1; GoNovus will still reasonably assist with diagnosis and available mitigation. Issues caused by inaccurate Customer Content are Customer's responsibility to correct, with GoNovus's reasonable help. Agent optimization does not involve training or fine-tuning model parameters with Customer Data.