

Service Level Agreement

Effective date: April 9, 2026 Last updated: April 9, 2026

1. Scope

This Service Level Agreement ("SLA") applies exclusively to Premium-tier customers of the Daxo platform hosted on Daxo's managed cloud infrastructure. It defines the commitments Daxo makes regarding service availability, support response times, and the remedies available to customers if these commitments are not met. Starter and Growth tier customers receive best-effort support that is not governed by this SLA.

2. Service Availability

Daxo commits to **99.5% monthly uptime** for the Premium tier, measured as the total time the platform is reachable and functional divided by total minutes in the calendar month.

This measurement excludes:

- Scheduled maintenance announced at least 48 hours in advance
- Force majeure events (widespread internet outages, data center failures, natural disasters, and other events outside Daxo's reasonable control)
- Issues caused by the customer's own network, devices, credentials, or misconfigured third-party integrations
- Beta features clearly marked as such

3. Support Response Times

Daxo commits to the following first-response times for support requests submitted via email or the Daxo dashboard, measured from the time a request is received:

Severity	Definition	First response within
Critical	Platform is down or a major feature is fully broken	2 business hours
High	A feature is partially broken; workarounds exist	8 business hours
Normal	Non-urgent bug or general question	1 business day
Low	Feature request or general inquiry	3 business days

"Business hours" means Monday through Friday, 9:00 AM to 6:00 PM Eastern Time (Dominican Republic, UTC-4), excluding Dominican Republic public holidays.

4. Scheduled Maintenance

Daxo reserves the right to perform scheduled maintenance on the platform. We will announce any planned maintenance at least 48 hours in advance via email and the customer dashboard. Scheduled maintenance is generally performed outside of business hours (typically between 2:00 AM and 5:00 AM Eastern Time) to minimize customer impact.

5. Service Credits

If Daxo fails to meet the 99.5% monthly uptime commitment in a given calendar month, the affected customer may request a service credit calculated as follows:

Monthly uptime achieved	Service credit
99.0% to < 99.5%	5% of monthly subscription fee
95.0% to < 99.0%	15% of monthly subscription fee
Below 95.0%	30% of monthly subscription fee

Service credits are applied to the customer's next invoice. To receive a credit, the customer must submit a written request to support within 30 days of the incident, including the approximate time of the outage and any relevant details. Service credits are the customer's sole and exclusive remedy for any failure by Daxo to meet the uptime commitment.

6. Customer Responsibilities

To receive the benefits of this SLA, the customer must:

- Maintain an active Premium-tier subscription in good standing (no outstanding balance)
- Report incidents promptly via the designated support channels
- Cooperate with Daxo staff during incident diagnosis and provide relevant information
- Use the platform in accordance with Daxo's Terms of Service and Acceptable Use Policy
- Not use the platform for activities that violate applicable laws or Daxo's policies

7. Exclusions

This SLA does not apply to, and Daxo is not liable under this SLA for, any unavailability, degradation, or issue caused by:

- Starter or Growth tier subscriptions (these receive best-effort support)
- Third-party services outside Daxo's direct control (for example, QuickBooks API outages, Stripe outages, email provider issues)
- Customer misuse, unauthorized modifications, or custom code the customer has introduced

- Network, device, or infrastructure failures on the customer's side
- Beta features explicitly marked as beta or preview
- Any period during which the customer's account is suspended for violation of the Terms of Service or non-payment

8. Changes to This SLA

Daxo may update this SLA from time to time to reflect changes in the platform or our operations. Material changes that reduce customer rights under this SLA will be announced at least 30 days in advance via email to the primary account contact. Continued use of the Daxo platform after the 30-day notice period constitutes acceptance of the updated SLA. The current version of this SLA is always available at <https://daxopos.com/sla>.

9. Contact

For support requests, incident reports, or SLA inquiries, please contact:

Support: daxopos@hotmail.com

Escalations: daxopos@hotmail.com

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