Service Level Agreement

Exhibit B to the Master Services Agreement

Accelerate, LLC

Version 1.0, November 2026

This Service Level Agreement (**"SLA"**) is incorporated into that certain Master Services Agreement (the "**MSA**") by and between Accelerate, LLC ("**Accelerate**") and the Reseller party thereto and that certain Subscription Agreement by and between Accelerate and Reseller (the "**Subscription Agreement**"). This SLA is Exhibit B to the MSA, and applies to the production Platform environment. Capitalized terms not defined herein shall have the meanings ascribed to them in the MSA and Subscription Agreement.

1. AVAILABILITY COMMITMENT

1.1 Uptime Target. Accelerate will use commercially reasonable efforts to make the Platform available at least 99.5% of the time in each calendar month ("**Monthly Uptime**"), excluding Excluded Downtime.

1.2 Excluded Downtime. "**Excluded Downtime**" means unavailability of the Platform caused by: (a) scheduled maintenance announced at least forty-eight (48) hours in advance and performed during the maintenance window described in Section 1.3; (b) emergency maintenance; (c) factors outside Accelerate's reasonable control, including failures of AWS regional infrastructure or third-party AI model providers; (d) Reseller's or an End Client's equipment, network, or acts or omissions; or (e) suspension of access to the Platform permitted under the MSA.

1.3 Maintenance Window. Scheduled maintenance will normally occur between 10:00 PM and 4:00 AM Eastern Time on weekends. Accelerate may perform urgent maintenance, including security patches and critical bug fixes, outside this window and on shorter notice where reasonably necessary, and will give notice as soon as practicable; such urgent maintenance is emergency maintenance under Section 1.2(b).

2. SUPPORT

2.1 Channels and Hours. Accelerate provides support via email and the Platform support portal during business hours, 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, excluding U.S. federal holidays.

2.2 Severity Levels and Response Targets. Initial response targets by severity depend on Reseller's tier, as set out below. Update cadence targets apply on every tier.

Severity	Definition	Initial Response	Update Cadence
P1: Critical	Platform down or unusable for all users; no workaround	Starter and Growth: 4 business hours. Enterprise: 2 business hours.	Every 4 hours
P2: High	Major feature impaired; workaround difficult	Starter and Growth: 1 business day. Enterprise: 4 business hours.	Daily
P3: Medium	Feature impaired; reasonable workaround exists	Starter and Growth: 2 business days. Enterprise: 1 business day.	Every 3 business days

Severity	Definition	Initial Response	Update Cadence
P4: Low	Questions, cosmetic issues, enhancement requests	Starter and Growth: 5 business days. Enterprise: 2 business days.	As available

2.3 Escalation. Unresolved P1 issues escalate to Accelerate management after eight (8) business hours.

3. SERVICE CREDITS

3.1 Credits. If Monthly Uptime falls below the target described in Section 1.1, Reseller's sole and exclusive remedy (except as provided in MSA Section 8.2) is a service credit against future fees, per the table below, claimed in writing within thirty (30) days after the month in question:

Monthly Uptime	Credit (% of monthly-equivalent subscription fee)
Below 99.5% but at least 99.0%	5%
Below 99.0% but at least 98.0%	10%
Below 98.0%	20%

3.2 Cap. Aggregate credits in any twelve (12) month period will not exceed twenty percent (20%) of one year's subscription fees set forth in Annex A to the Subscription Agreement. Credits have no cash value and expire at termination of the applicable Subscription Term under the Subscription Agreement.

3.3 Chronic Failure. If Monthly Uptime falls below the target in three (3) consecutive months, Reseller may terminate the Subscription Agreement upon written notice to Accelerate and receive a pro-rata refund of prepaid unused fees.

4. MEASUREMENT

4.1 Availability is measured by Accelerate's external monitoring systems at the application layer, and determined by Accelerate in its sole discretion. Accelerate will provide Reseller with monthly uptime reports on request.