



Quadris Cloud Service Level Agreement

This Service Level Agreement (“SLA”) defines the service availability commitments, service levels, and remedies applicable to **Quadris Cloud Infrastructure as a Service (IaaS)**.

This SLA applies to all customers (“Buyers”) consuming Quadris Cloud IaaS services, unless otherwise agreed in writing.

2 Scope of this SLA

This SLA applies to the following **Quadris Cloud IaaS components**:

- Compute services (virtual machines)
- Core storage services
- Core network services
- Cloud management platform and APIs

This SLA applies to the **Quadris Cloud platform** and does **not** apply to:

- Customer operating systems
- Customer applications
- Customer data or configurations
- Third-party services not operated by Quadris

3 Service Availability Commitment

Quadris commits to delivering a **Monthly Service Availability** of:

99.95% availability per calendar month

for each eligible Quadris Cloud IaaS service.

4 Definition of Service Availability

Service Availability is calculated as:

Service Availability (%) =
 $((\text{Total Minutes in Month} - \text{Downtime Minutes}) \div \text{Total Minutes in Month}) \times 100$

Where:

- **Total Minutes in Month** = number of minutes in the calendar month



- **Downtime Minutes** = total minutes during which the service is unavailable

5 Definition of Downtime

Downtime is defined as a period when:

- Quadris Cloud IaaS services are **unavailable** or **not operational**, and
- The issue is attributable to the Quadris Cloud platform

Downtime does **not** include exclusions listed in Section 6.

6 Service Level Objectives (SLOs)

| Service Component | Availability Target |
|--------------------------|----------------------------|
| Compute (VMs) | 99.95% |
| Core Storage | 99.95% |
| Core Networking | 99.95% |
| Management Platform | 99.95% |

7 SLA Exclusions

The following are excluded from SLA calculations:

- Planned maintenance windows (Section 8)
- Issues caused by customer configuration or actions
- Customer operating system or application failures
- Security incidents caused by customer systems
- Force majeure events
- Third-party network or internet provider failures
- Customer-requested suspensions or changes

8 Planned Maintenance

Quadris performs planned maintenance to ensure security and reliability.

- Planned maintenance is notified **at least 48 hours in advance**
- Maintenance is scheduled outside core UK business hours where possible



- Planned maintenance does **not** count as Downtime

Emergency maintenance may be performed without notice where required to protect the platform.

9 Incident Management

Quadris operates continuous monitoring of the Quadris Cloud platform.

Platform Incident Response Targets

| Priority | Description | Response Time |
|----------|------------------------------|---------------|
| P1 | Critical platform outage | 30 minutes |
| P2 | Partial platform degradation | 60 minutes |
| P3 | Minor platform issue | 4 hours |

Response time is measured from detection or notification to active investigation.

10 Service Credits

If Quadris fails to meet the availability commitment, the Buyer may be eligible for **Service Credits**.

Monthly Availability vs Service Credit

| Monthly Availability | Service Credit |
|----------------------|-------------------------------|
| ≥ 99.95% | No credit |
| < 99.95% and ≥ 99.0% | 5% of monthly service charge |
| < 99.0% and ≥ 98.0% | 10% of monthly service charge |
| < 98.0% | 20% of monthly service charge |

Service Credits:

- Are applied to future invoices
- Are the Buyer's sole and exclusive remedy for SLA breaches

11 Claiming Service Credits

To claim a Service Credit, the Buyer must:

- Submit a written request within **30 days** of the end of the affected month to servicedesk@quadris.com
- Include relevant service details and timestamps



Quadris will validate claims using platform monitoring records.

12 Customer Responsibilities

Buyers are responsible for:

- Proper configuration of their workloads
- Maintaining security and patching of operating systems
- Ensuring vendor support where required
- Reporting incidents promptly

13 Data Location and Sovereignty

Quadris Cloud IaaS services are hosted within **UK data centres** unless otherwise stated.

14 Changes to this SLA

Quadris may update this SLA from time to time.

Material changes will be communicated in advance and published on the Quadris website.

15 Definitions

Key terms used in this SLA are defined in Quadris' Trading Terms and Conditions.

Quadris Limited

01 September 2025