

NEXA CLOUD SYSTEMS, INC.

MANAGED INFRASTRUCTURE & PLATFORM SERVICES

Service Level Agreement

Nexa Compute Platform — Production Tier

Document Reference: SLA-2026-0417

SERVICE PROVIDER

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SERVICE OWNER

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CUSTOMER

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CUSTOMER CONTACT

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EFFECTIVE DATE	INITIAL TERM	REVIEW CYCLE	SERVICE TIER
12 January 2026	12 months	Quarterly	Production

This Service Level Agreement is issued under the Master Cloud Services Agreement between the parties dated 03 November 2025. In the event of conflict, the Master Agreement prevails.

1. Purpose & Scope

This Service Level Agreement (“SLA”) defines the performance standards, availability commitments, support obligations, and remedies that govern the delivery of the **Nexa Compute Platform** (the “Service”) by Nexa Cloud Systems, Inc. (“Nexa” or the “Provider”) to Synapse Analytics Corporation (“Synapse” or the “Customer”) under the Master Cloud Services Agreement referenced on the cover page. Where this SLA conflicts with the Master Agreement on a matter of service performance, this SLA governs; on all other matters, the Master Agreement governs.

This SLA applies to the Production Tier workloads deployed in the **us-east-1** and **eu-west-1** regions under Customer account **SYN-88213**. Non-production environments (development, staging, and sandbox) are covered by the best-effort terms in Schedule C of the Master Agreement and are excluded from the credit remedies in Section 4.



Definitions

- **Availability** — the percentage of time during a Measurement Window in which the Service responds to synthetic health checks within the thresholds defined in Section 2.
- **Measurement Window** — a calendar month, from 00:00 UTC on the first day to 23:59 UTC on the last day.
- **Scheduled Maintenance** — planned Service interruptions announced at least seventy-two (72) hours in advance via the Nexa Status Page and customer email.
- **Incident** — an unplanned event that degrades or interrupts the Service and is not attributable to an Excluded Cause under Section 2.
- **Service Credit** — a percentage reduction applied to the Customer’s monthly Service fees as remedy for a missed Availability Target.
- **Severity Level** — the classification (P1–P4) assigned to a reported Incident, determining response and resolution targets under Section 3.

1.1 Services Covered

The table below identifies the components of the Nexa Compute Platform to which this SLA applies. Each component is measured independently for the purposes of Availability reporting in Section 2.

Component	Description
Compute Fleet	Virtual machine instances, autoscaling groups, and container orchestration (Nexa Kube Engine) supporting Synapse’s production workloads.
Managed Database	Multi-AZ PostgreSQL clusters, automated backups (hourly snapshots, 35-day retention), and read-replica routing.
API Gateway	Public and internal REST/gRPC endpoints, including authentication, rate limiting, and request routing for Synapse-facing applications.
Object Storage	Durable blob storage (99.99999999% designed durability) used for document archives and model artifacts.
Network & CDN	Virtual private cloud, load balancers, and edge content delivery across the covered regions.
Monitoring & Alerting	Real-time telemetry, dashboards, and alert routing available to the Customer via the Nexa Console and the status API.

Table 1: Service components covered by this Agreement

2. Availability Targets

Nexa commits to the Monthly Uptime Percentages set out in Table 2 for each Service component listed in Table 1. Monthly Uptime Percentage is calculated as:

$$\text{Monthly Uptime \%} = \left(1 - \frac{\text{Total Downtime Minutes}}{\text{Total Minutes in Month}}\right) \times 100$$

Service Tier	Uptime Target	Max Downtime / Month	Measurement Method
Production — Compute Fleet	99.95%	21m 54s	Synthetic health checks, 60s interval
Production — Managed Database	99.95%	21m 54s	Connection probe & replication lag check, 60s interval
Production — API Gateway	99.99%	4m 23s	Synthetic HTTP checks against /healthz, 30s interval
Production — Object Storage	99.90%	43m 50s	PUT/GET probe suite, 5-minute interval
Production — Network & CDN	99.95%	21m 54s	Edge PoP latency & reachability probes

Table 2: Monthly availability targets by service component

2.1 Exclusions

The following are Excluded Causes and are removed from Downtime Minutes before Monthly Uptime Percentage is calculated:

- Scheduled Maintenance performed in accordance with the notice period defined in Section 1.
- Force majeure events, including regional utility outages, natural disasters, and upstream internet backbone failures outside Nexa’s reasonable control.
- Degradation caused by the Customer’s applications, code, configuration, or misuse of the Service (including exceeding provisioned capacity without prior scaling request).
- Suspension of the Service for non-payment or breach of the Acceptable Use Policy.
- Unavailability of third-party services not operated by Nexa, including Customer-managed DNS providers and Customer’s own network links.

⚠ Note: Downtime is measured independently per component. A component that misses its target does not affect the Availability calculation of any other component, and Service Credits (Section 4) are calculated and capped separately for each component.

2.2 Reporting

Nexa publishes real-time and historical Availability data on the Nexa Status Page (<https://status.nexacloud.example>) and provides Synapse with a signed monthly Availability Report within five (5) business days of each Measurement Window’s close via the Nexa Console. The Customer may dispute a reported figure in writing within fifteen (15) calendar days of receipt; disputes are resolved under the escalation procedure in Section 3.

3. Support & Escalation

3.1 Severity Classification

Incidents reported by the Customer through the Nexa Console, the support API, or the 24/7 hotline are triaged into one of four Severity Levels. The Provider's on-call engineer assigns the initial Severity within the response time in Table 3; either party may request a re-classification if new information emerges.

Sev.	Definition	Response	Resolution
P1	Complete outage or critical data-loss risk, all production workloads. No workaround.	15 min	4 hours
P2	Major functionality impaired for a significant share of traffic. Partial workaround.	30 min	8 bus. hrs
P3	Minor functionality impaired, isolated subset, workaround available.	4 bus. hrs	3 bus. days
P4	Cosmetic issue, documentation gap, or general question.	1 bus. day	10 bus. days

Table 3: Severity levels, initial response, and resolution targets

3.2 Escalation Matrix

If an Incident is not acknowledged or is not tracking toward its resolution target, the Customer's Principal Contact may escalate through the chain in Table 4. Nexa's on-call system escalates automatically at the same intervals regardless of whether the Customer initiates a manual escalation.

Lvl	Trigger	Contact	Timeframe
1	Incident reported	Nexa Support Engineer (24/7 hotline: +1 (800) 555-0177)	Immediate
2	No ack. within response target	Nexa Duty Manager, Site Reliability	+30 min
3	P1/P2 past half of resolution target	Ms. Priya Anand, VP Customer Reliability	+2 hrs (P1)
4	P1 past full resolution target	Mr. Wesley Kim, Chief Technology Officer	+4 hrs (P1)

Table 4: Escalation path for unacknowledged or overdue incidents

3.3 Post-Incident Review

For every P1 and P2 Incident, Nexa provides a written Root Cause Analysis (RCA) within five (5) business days of resolution, including a timeline, contributing factors, and remediation commitments with target dates. Synapse may request a joint review call for any P1 Incident, which Nexa will schedule within three (3) business days of the request.

4. Service Credits

If Monthly Uptime Percentage for a covered component falls below its Availability Target in Table 2, Synapse is entitled to a Service Credit calculated as a percentage of the fees paid for that component during the affected Measurement Window, per the schedule below.

Monthly Uptime Percentage	Service Credit
Below Target, at or above 99.50%	5% of monthly fees for the affected component
Below 99.50%, at or above 99.00%	10% of monthly fees for the affected component
Below 99.00%, at or above 97.00%	20% of monthly fees for the affected component
Below 97.00%	30% of monthly fees for the affected component

Table 5: Service Credit schedule by shortfall band

4.1 Claim Process

- Synapse must submit a Service Credit claim in writing to `credits@nexacloud.example` within thirty (30) calendar days of the end of the Measurement Window giving rise to the claim.
- The claim must include the affected component, the dates and approximate duration of the shortfall, and any Incident ticket numbers already on file.
- Nexa reviews the claim against its Availability Report and issues a written determination within ten (10) business days, applying the credit to the next invoice or, upon Customer request, to the current billing cycle if still open.
- Claims not submitted within the thirty-day window are waived.

Credit Cap & Exclusivity

Total Service Credits issued to Synapse in any single Measurement Window shall not exceed **30% of that month’s total Service fees**, in aggregate across all components. Service Credits are Synapse’s **sole and exclusive remedy** for a failure to meet an Availability Target; they are not liquidated damages and do not limit either party’s rights with respect to a material breach of the Master Agreement.

▲ Good standing required: Service Credits are available only to accounts in good standing. Credits are forfeited for any Measurement Window in which the Customer account carries an invoice more than sixty (60) days past due.

5. Governance & Review

5.1 Quarterly Business Review

The parties will hold a Quarterly Business Review (QBR) within ten (10) business days of each calendar quarter’s close. Nexa’s Customer Reliability team presents trailing Availability performance against every target in Table 2, Incident volume by Severity Level, open RCA remediation items, and capacity trends. Synapse may raise proposed changes to Availability Targets, Severity definitions, or the escalation matrix for discussion at the QBR; changes take effect only via a signed amendment under Section 5.3.

5.2 Annual & Trigger-Based Review

1. Full Review

No later than sixty (60) days before the end of the Initial Term or any Renewal Term, either party may request a full review of Availability Targets, the Service Credit schedule, and pricing. Absent a signed amendment before the renewal date, this SLA renews automatically

for successive twelve-month Renewal Terms on its existing terms.

2. Trigger-Based Review

Nexa initiates an out-of-cycle review if aggregate Service Credits in any rolling three-month period exceed 15% of fees paid in that period, or if two or more P1 Incidents occur within a single Measurement Window.

5.3 Change Management & Amendment

Material changes to the Service architecture that Nexa reasonably expects to affect Availability (e.g. migration to a new region, a database engine upgrade) are announced to the Customer’s Principal Contact at least fourteen (14) calendar days in advance, with an opportunity to request rescheduling of any change window that overlaps a Customer-declared blackout period. Amendments to this SLA’s targets, schedules, or matrices must be made in writing and signed by an authorised representative of each party; email confirmation from the contacts listed on the cover page is sufficient for non-material clarifications only.

5.4 Term & Termination

This SLA remains in effect for the Initial Term stated on the cover page and renews as described above. Either party may terminate this SLA for convenience with ninety (90) days’ written notice, or immediately upon the other party’s uncured material breach of the Master Agreement following thirty (30) days’ written notice and opportunity to cure. Termination of this SLA does not, by itself, terminate the underlying Master Agreement.

6. Execution

By signing below, the authorised representatives of each party agree to be bound by the terms of this Service Level Agreement.

NEXA CLOUD SYSTEMS, INC. Signature Name: Ms. Priya Anand Title: VP Customer Reliability Date	SYNAPSE ANALYTICS CORPO- RATION Signature Name: Mr. Daniel Osei Title: Director of IT Operations Date
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DOCUMENT VERSION	PREPARED BY	REVIEWED BY
1.2 — Final	J. Marsh, Reliability PM	P. Anand, VP CR
ISSUE DATE	NEXT REVIEW	CLASSIFICATION
12 January 2026	12 April 2026	Confidential

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