

Service Level Addendum (SLA)

Version 1.0, January 2026

This SLA sets out the basis on which StructureFlow will provide the Services to Customer. Terms not defined in this SLA have the meanings given elsewhere in this agreement.

Platform Service SLA

StructureFlow shall ensure that the Platform Service is available:

Target Availability

99.5%

per calendar
month

excluding unavailability caused by:

Scheduled Maintenance

Regular maintenance occurring every Tuesday or Wednesday between 06:00 and 09:00 in the Primary Location specified in the Order Form or as otherwise notified to Customer with at least 14 days' notice (if maintenance is anticipated to exceed 30 minutes)

Emergency Maintenance

StructureFlow may take the Platform Service offline immediately for emergency maintenance (including urgent patching and bug fixes) without advance notice. StructureFlow shall notify the Customer within 1 hour of such action, including details of the issue and expected resolution time.

Customer-caused Unavailability

Any unavailability (including because of suspension under section 11.1 (Suspension of the Services) of the Platform Service Terms) caused by Customer's or any Authorized User's acts or omissions or breach of the Acceptable Use Policy, or any problems attributable to Customer's hardware, software or Internet connectivity.

Uncontrollable Unavailability

Unavailability caused by an Uncontrollable Event. StructureFlow shall notify the Customer within 1 hour of such unavailability, including details of the issue and expected resolution time.

If availability falls below the Target Availability:

- twice in any consecutive three-month period; or
- five times in any consecutive 12-month period,

this will be deemed a Material Breach which is capable of remedy.

Scope of Support Service

StructureFlow shall provide the following support to Customer:

 Documentation Sufficiently detailed Documentation that is updated to reflect changes to the Platform Service.	 Training A reasonable level of training for Authorized Users.	 Customer Support Email and phone support regarding use of the Platform Service during Customer Support Hours (see below).
 In-Platform Support Hub AI-powered customer support chatbot with access to further resources including help guides and training videos	 Technical Support Email and phone support for system administrators for issues relating to the configuration, operation and performance of the Platform Service during Technical Support Hours (see below).	 Updates All available updates and upgrades to the Platform Service throughout the Term as they become generally available for release.

	The Support Service does not include: • service or items not stated in this agreement as being provided by StructureFlow; • any modifications to the Platform Service not made by StructureFlow or at its direction; or • support relating to use of the Platform Service other than in accordance with any system requirements notified by StructureFlow to Customer, although we may provide professional services in respect of such matters at additional cost.
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Support Service Contact Details

 Customer Support Email support@structureflow.co Phone +44 (0)800 368 8021 Customer Support Hours Email: 24 x 7 x 365(6) Phone: Monday to Friday, 09:30-17:30 (GMT/BST) (as applicable), excluding UK public holidays	 Technical Support Email incident247@structureflow.co Phone  +44 20 8049 7851  +1 (917) 525-4932  +1 (226) 210-0364  +61 7 3062 8231  +65 3138 1889 Technical Support Hours 24 x 7 x 365(6)
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Support Service SLA

Technical Support

StructureFlow shall respond during Technical Support Hours to requests for Technical Support in accordance with the following severity levels:

Severity	Description	Service Levels	
 High	• Immediate, major impact on Customer's business processes • Platform Service inoperable • Data loss • Prevents application rollout • No workaround available	Target Response	Target Resolution
		4 hours	As soon as possible
		A qualified member of StructureFlow's Personnel will respond following which StructureFlow shall begin to diagnose and correct the issue. StructureFlow shall use commercially reasonable efforts to resolve such issue as soon as possible by delivering a temporary workaround or fix. If such workaround or fix resolves the issue, the severity will be revised to Medium or Low by reference to the definitions below.	

Severity	Description	Service Levels	
 Medium	- Significant impact on Customer's business processes - Usability restricted - Feature working poorly - No workaround available	Target Response	Target Resolution
		24 hours	As soon as possible
		A qualified member of StructureFlow's Personnel will respond following which StructureFlow shall begin to diagnose and correct the issue. StructureFlow shall use commercially reasonable efforts to resolve such issue as soon as possible by delivering a temporary workaround or fix or, if this is not reasonably possible, within the next update of the Platform Service. If a workaround or fix resolves the issue, the severity will be revised to Low by reference to the definition below.	
 Low	- Minor impact on Customer's business processes - Usability restricted - Feature inaccessible or not working as designed - Workaround available	Target Response	Target Resolution
		48 hours	Within next 2 updates
		A qualified member of StructureFlow's Personnel will respond following which StructureFlow shall begin to diagnose the issue. StructureFlow shall use reasonable efforts to resolve such issue within the next two updates of the Platform Service. If StructureFlow determines that the requirement is unique to Customer's operations, StructureFlow shall notify Customer within two weeks of the issue being reported with an appropriate recommendation and estimate for resolving the issue.	

In submitting requests for Technical Support, Customer shall:

- confirm the relevant System Administrator's name and contact information
- provide a reasonably detailed description of the issue, together with any supporting information that the Customer believes will assist StructureFlow in its diagnostic process such as error messages or other outputs generated in relation to the issue
- provide StructureFlow with all information and materials reasonably requested by StructureFlow for use in replicating, diagnosing and correcting the issue such as error messages or erroneous outputs, a test case or instructions necessary to replicate the issue

The Customer acknowledges that StructureFlow's ability to provide a satisfactory response to an issue is dependent on StructureFlow having the information necessary to replicate the reported issue.

Customer Support

StructureFlow shall use reasonable efforts to respond to a request for Customer Support as soon as possible and in any event within three days from StructureFlow's customer support team receiving it.