APPENDIX 1

SERVICE LEVEL AND CUSTOMER SUPPORT AGREEMENT

1. SERVICE LEVEL - AVAILABILITY TARGET

1.1   Availability Target. Ardoq will, during the Term, adopt processes and measures to provide the Services with an availability target of 99.5% measured per calendar month, excluding (a) Planned Downtime, and (b) discontinuance, disruption or instability of the operation of the Service caused by the Internet or any third party service not provided by Ardoq, including, without limitation, operating systems and necessary application software used by Customer, (c) configuration or use of the Services done by Customer or on behalf of Customer (other than by Ardoq) not in accordance with the Documentation ("**Availability Target"**).   Ardoq's monitoring and logging infrastructure will be the source of truth for determining Availability. "**Availability**" refers to the extent to which Customer's production instances of the Services are accessible by Users and the guaranteed functionalities of the Services, as listed in the Service Description, are usable.

1.2   Dashboard. Ardoq will make available to the Customer an online status resource on its Service availability under https://status.ardoq.com/ or any successor websites, as communicated by Ardoq.

1.3   Planned Downtime. In the event that downtime is necessary to perform updates or maintenance to hardware or software ("**Planned Downtime"**), Ardoq will use reasonable efforts to perform Planned Downtime outside normal business hours, and shall notify Customer at least 5 business days in advance of any Planned Downtime (or 10 business days if within normal business hours). Ardoq reserves the right to provide shorter or no prior notice to the extent required to address an emergency situation. Ardoq may perform Planned Downtime up to 4 times each calendar year, for a total of up to 24 hours per year. Planned Downtime in excess of the maximum duration above shall count against the Availability Target.

2. REMEDIES

2.1   If the Service fails to meet the Availability Target, Customer's sole remedies for any resulting (a) temporary unavailability of the Service and (b) loss of data not yet saved at the time of such unavailability, will be

2.1.1   Service Extension and Service Credits. Customer will have the right to request either (a) an extension of the Services, to be applied at the end of the Term ("**Service Extension"**), or (b) a corresponding credit, to be applied on the next applicable invoice ("**Service Credits"**) as described in the table below. Customer must notify within 10 days after the end of the applicable calendar month of its intention to request Service Credits or a Service Extension.

Availability per calendar month	Service Extension	Service Credit

99.4 % - 99.0 %	2 days extension	0,5% of yearly fees
98.9 % - 96.0 %	4 days extension	1% of yearly fees
<96.0 %	8 days extension	2% of yearly fees

2.1.2   Termination. If the Service has not met the Availability Target for 3 consecutive months, Customer may terminate the Service upon 30 calendar days' notice to Ardoq, and will receive a pro rata refund of any prepaid Subscription Fees for the unused period of the Service as of the date of termination.

3.   CUSTOMER SUPPORT

3.1   Support. Customer may submit support requests via the in-app chat or by sending an email to support@ardoq.com. Ardoq shall address and pursue resolution of all support requests ("**Support**"), except to the extent due to: (a) use of the Service by Customer in an unauthorized manner; (b) Force Majeure Events; (c) Customer's equipment, software, network connections or other infrastructure; or (d) third party systems, acts or omissions, other than those provided by Ardoq to Customer or otherwise used by Ardoq to provide the Services to Customer.

3.2   Exclusions. Support does not include implementation, configuration, integration or customization services, training or assistance with administrative functions. Such services are separately available as Professional Services.

3.3   Support Availability. Customer can access self help resources, access AI Agentic support and submit support requests 24 hours a day, 7 days a week. Ardoq's Support personnel availability will be limited based on the support level purchased by Customer, as described in the Subscription Form.

3.4   Priority; Target Response Times. Ardoq's Support personnel aim to provide a first response to Customers in the following time frames. Customers can submit requests with the priority level below; provided Ardoq reserves the right to reasonably increase or decrease the priority level at its discretion. For clarity, Ardoq does not promise or guarantee any specific response time.

Request Priority Level	Description	Target First Response Time
Urgent	A major feature has stopped working	1 hour*
Non-Urgent	"I have an issue that's slowing me down" or "I have a general question"	8 hours*

3.5   Customer Cooperation. Customer agrees to cooperate with Ardoq as requested to the extent necessary to pursue resolution of a support request. This includes, without limitations, providing information regarding aspects of the Service that are unavailable or not functioning correctly, impact on Users, browser console logs, or screenshots (if necessary), permission for account access (if required for troubleshooting), availability of Customer personnel.