

SERVICE LEVEL AGREEMENT (SLA)

Schedule 1 to the Terms of Service TC-COM-TOS-MAIN

Document: TC-COM-SLA **Version:** 1.0 **Effective date:** June 18, 2026 **Site:** <https://tinycio.com>

This SLA is part of the Terms of Service and defines the quality parameters for support, maintenance, and resource availability. Capitalized terms have the meaning given in the Terms.

1. Scope

- 1.1. This SLA governs the intake and handling of requests (tickets), reaction and resolution targets, Server availability, and communications.
- 1.2. SLA parameters apply only to Services expressly covered by the Pricing you paid. One-off services are not covered by availability commitments.

2. Support channels

- 2.1. Requests are accepted via the Customer Portal, by email at support@tinycio.com, via the Telegram bot (@TinyCIO_bot), or by phone (number shown on the Site).
- 2.2. A request must include the User's identifier (name, phone, or email) and a description of the need. Incomplete requests may not be processed.

3. Priorities and targets

Priority	Description	Reaction target	Resolution target
Critical	Total outage of a key system	2 business hours	8 business hours
High	Major malfunction, no workaround	4 business hours	16 business hours
Medium	Partial malfunction, workaround exists	8 business hours	3 business days
Low / advisory	Question, enhancement, planned task	1 business day	as agreed

- 3.1. **These targets are goals, not a guarantee of result.** They are measured in business hours and are paused while awaiting your response, access, or decisions.
- 3.2. Support hours: business days 9:00–18:00 (US Mountain Time), unless a different regime (e.g., 24/7) is provided in the Pricing.

4. Availability

- 4.1. The target Server availability is **99.5%** per month, calculated excluding the items in 4.3.
- 4.2. Excluded from downtime: scheduled maintenance (24h notice); emergency work (up to 24h); interruptions attributable to you or third parties; failures of networks/equipment not owned by us; force majeure; suspensions under the Terms.
- 4.3. If the target is not met due to our fault, your sole and exclusive remedy is an extension of the paid period, pro rata, upon written request. No monetary credits or damages are payable.



5. Obligations and limits

5.1. You will provide timely access, data, and approvals. Time awaiting you is not counted.

5.2. We may decline a request that is unlawful, out of scope, technically impossible, likely to impair the software, or where amounts are overdue.

6. Ticket closure

6.1. We send a closure-confirmation request. Absent objection within 1 day, the ticket is closed and deemed properly performed. Our ticketing records are accepted as evidence.

Legal notice. Template in favor of the company; have counsel review before publishing.