

Service Level Agreement

SLA

August 16, 2026

Between Cloudrise Technologies Inc. and Bluepeak Financial Services

BETWEEN

PROVIDER

Cloudrise Technologies Inc.

CUSTOMER

Bluepeak Financial Services

1. Service Description

Managed cloud hosting for production workloads, including infrastructure monitoring, patching, backup, and incident response for the customer's SaaS platform.

2. Service Level Targets

Provider shall acknowledge and respond to service requests within **30 minutes for critical incidents, 4 hours for high priority, 1 business day for normal requests** and shall maintain a service availability target of **99.9% monthly uptime**, measured on a monthly basis.

3. Service Level Objectives

The following service level objectives apply to the services provided under this Agreement:

Metric	Target
Availability	99.9% monthly uptime
Response Time	30 minutes for critical incidents, 4 hours for high priority, 1 business day for normal requests
Critical Incident Resolution	Restore service within 4 hours

4. Remedies

If Provider fails to meet the service level targets, Customer shall be entitled to service credits as set out in the applicable statement of work. Service credits are Customer’s sole remedy for such failures.

SIGNATURES

Cloudrise Technologies Inc.

Provider — Authorized Signatory

Bluepeak Financial Services

Customer — Authorized Signatory