Service Level Agreement

Effective date: 15 November 2026

This Service Level Agreement (?SLA?) describes our availability commitment and support targets for paid subscriptions to Impact365 (the ?Service?), and forms part of the Terms of Service. The figures below are a recommended template ? confirm the levels you are willing to commit to commercially.

1. Availability commitment

We will use commercially reasonable efforts to make the Service available at least 99.5% of the time during each calendar month (?Monthly Uptime?), excluding the Exclusions below.

2. Definitions

? Downtime: a period in which the core Service is unavailable to you, as confirmed by our monitoring.

? Monthly Uptime % = (Total minutes in month ? Downtime minutes ? Excluded minutes) ÷(Total minutes in month ? Excluded minutes) ×100.

3. Exclusions

The commitment does not apply to unavailability caused by: scheduled maintenance (notified in advance); emergency maintenance; factors outside our reasonable control (including force majeure, internet or third-party provider failures such as GajiHub or AI providers); your equipment, software or network; or your breach of the Terms or AUP.

4. Support response targets

Severity	Description	Target response
Critical	Service down or major function unusable for all users	Within 4 business hours
High	Significant feature impaired; no reasonable workaround	Within 1 business day
Normal	Minor issue or question; workaround available	Within 3 business days

Business hours: 9:00?18:00 MYT, Monday?Friday, excluding Malaysian public holidays.

5. Service credits

If Monthly Uptime falls below the commitment, you may request a service credit applied to a future invoice:

Monthly Uptime	Service credit
99.0% ? < 99.5%	5% of monthly fee
95.0% ? < 99.0%	10% of monthly fee
< 95.0%	25% of monthly fee

6. Claiming a credit

Submit a claim to raychung@slvgroup.com.my within thirty (30) days of the end of the affected month, with sufficient detail. Credits are your sole and exclusive remedy for availability shortfalls, are non-refundable, and will not exceed the fees for the affected month.

7. Maintenance

We will give reasonable advance notice of scheduled maintenance and aim to schedule it outside peak hours.