

Exhibit B — Service Level Agreement

Series 2026 | Effective September 2026

Exhibit B - Service Level Agreement

This Service Level Agreement (“SLA”) is incorporated into and forms part of the Revomo SaaS Subscription Agreement (the “Agreement”) between Revomo, LLC (“Licensor”) and Subscriber. Capitalized terms used but not defined herein have the meanings given to them in the Agreement. In the event of a conflict between this SLA and the body of the Agreement, this SLA controls with respect to its subject matter.

1. Definitions

“Availability” means the percentage of Total Minutes in a calendar month during which the Service is accessible to Subscriber’s Authorized Users, calculated as set forth in Section 3.

“Downtime” means any period during which the Service is not accessible to Subscriber’s Authorized Users due to a failure of Licensor’s production systems, as measured by Licensor’s monitoring tools, excluding any periods identified in Section 9 (Exclusions).

“Excluded Minutes” means minutes within a calendar month attributable to the events listed in Section 9 (Exclusions), including Scheduled Maintenance and Emergency Maintenance.

“Severity Level” means the classification of a Service issue as set forth in Section 6.2, determined by Licensor in good faith based on the description provided by Subscriber.

“Total Minutes” means the total number of minutes in the applicable calendar month.

2. Availability Commitment

Licensor shall make the Service available with monthly Availability of at least 99.9% (the “Availability Commitment”) during each calendar month of the Term.

3. Measurement of Availability

Availability shall be measured per calendar month according to the following formula:

$$\text{Availability \%} = ((\text{Total Minutes} - \text{Excluded Minutes} - \text{Downtime}) \div (\text{Total Minutes} - \text{Excluded Minutes})) \times 100$$

Availability is measured against Licensor’s production environment as a whole, using Licensor’s monitoring systems of record. Licensor’s measurements shall be the authoritative source for determining Availability and Downtime under this SLA.

4. Scheduled and Emergency Maintenance

4.1 Scheduled Maintenance Window

Licensor reserves a standard maintenance window of Saturdays, 10:00 PM – 2:00 AM US Central Time (the “Maintenance Window”). Scheduled Maintenance will be performed within the Maintenance Window whenever reasonably practicable. Licensor will provide at least forty-eight (48) hours’ advance notice of Scheduled Maintenance via the Status Page and Subscriber’s designated administrator contact.

4.2 Cap on Scheduled Maintenance

Scheduled Maintenance shall not exceed eight (8) hours in any calendar month. Minutes of Scheduled Maintenance that comply with this Section 4 shall be treated as Excluded Minutes for purposes of measuring Availability.

4.3 Emergency Maintenance

Licensor may perform Emergency Maintenance at any time, without advance notice, where Licensor reasonably determines that immediate action is required to preserve the security, integrity, or availability of the Service. Licensor will notify Subscriber as promptly as practicable via the Status Page. Emergency

Maintenance minutes shall be treated as Excluded Minutes only to the extent the underlying cause is itself an Exclusion under Section 9.

5. Status Page and Incident Communications

Licensor maintains a public-facing status page (the “Status Page”) reflecting the real-time operating status of the Service. Licensor will post incident notifications, ongoing status updates, and maintenance notices to the Status Page.

For any incident classified as Severity 1, Licensor will provide status updates no less frequently than every sixty (60) minutes from the time of incident acknowledgment through resolution. Within five (5) business days following the resolution of a Severity 1 incident, Licensor will provide Subscriber with a post-incident report describing, at a minimum, the nature and impact of the incident, the root cause, the resolution, and the preventative measures undertaken.

6. Support Services

6.1 Support Tiers and Hours

Standard Support. Email and ticket-based support is available Monday through Friday, 9:00 AM – 6:00 PM US Central Time, excluding US federal holidays observed by Licensor.

Priority Support (if purchased under an Order Form). Twenty-four (24) hour, seven (7) day on-call response for Severity 1 issues, in addition to the Standard Support hours set forth above for all other Severity Levels.

6.2 Severity Levels

Severity 1 – Critical. The Service is unavailable or substantially unavailable to all or substantially all of Subscriber’s Authorized Users, with no reasonable workaround.

Severity 2 – High. A material feature or function of the Service is unavailable or materially impaired, but the Service as a whole remains usable, or a workaround is available with significant operational impact.

Severity 3 – Medium. A non-critical feature or function does not operate as documented, with limited operational impact and a reasonable workaround available.

Severity 4 – Low. Cosmetic issues, documentation questions, feature requests, or other minor matters that do not materially affect Service operation.

6.3 Response Time Targets

Severity	Standard Support	Priority Support
Severity 1	Within 1 business hour	Within 1 hour, 24x7
Severity 2	Within 4 business hours	Within 4 business hours
Severity 3	Within 1 business day	Within 1 business day
Severity 4	Within 2 business days	Within 2 business days

Response time is measured from Licensor’s acknowledgment of a properly submitted support request via Licensor’s designated support channels. “Business hour” means an hour falling within Standard Support hours.

7. Service Credits

7.1 Credit Schedule

If Licensor fails to meet the Availability Commitment in a calendar month, Subscriber shall be entitled to request a service credit (“Service Credit”) calculated as a percentage of the monthly Fees for the affected calendar month. For purposes of this Section 7, “monthly Fees” means (a) where subscription Fees are invoiced monthly, the subscription Fees invoiced for the affected calendar month; or (b) where subscription Fees are invoiced annually or for any other period, the subscription Fees in effect for the Services for that period divided by the number of calendar months in that period. In each case, monthly Fees exclude Professional Services

fees, one-time fees, add-on, expansion and overage charges, and taxes. Service Credits are calculated as follows:

Monthly Availability	Service Credit
< 99.9% but >= 99.0%	5% of monthly Fees
< 99.0% but >= 98.0%	10% of monthly Fees
< 98.0% but >= 95.0%	20% of monthly Fees
< 95.0%	30% of monthly Fees

7.2 Cap on Service Credits

In no event shall the aggregate Service Credits issued to Subscriber for any single calendar month exceed thirty percent (30%) of the monthly Fees for that month.

7.3 Claim Procedure

To receive a Service Credit, Subscriber must submit a written claim to Licensor at the support address designated in the Order Form within thirty (30) days following the end of the calendar month in which the Availability Commitment was missed. The claim must include (a) the dates and approximate times of the Downtime giving rise to the claim, (b) a description of the impact on Subscriber, and (c) any logs or other supporting documentation reasonably available to Subscriber. Claims submitted after the thirty (30) day period are waived.

7.4 Form of Credit; Conditions

Approved Service Credits shall be issued as a credit applied to Subscriber's next invoice, or, if Subscriber's subscription has expired, as a refund of the corresponding amount. Subscriber is eligible to receive Service Credits only if (i) Subscriber is in good standing under the Agreement, including current on all undisputed Fees, and (ii) Subscriber is not itself in material breach of the Agreement at the time of the claim.

7.5 Sole and Exclusive Remedy

Except for Subscriber's termination right set forth in Section 8 (Chronic Failure), the Service Credits described in this Section 7 are Subscriber's sole and exclusive remedy, and Licensor's sole and exclusive liability, for any failure by Licensor to meet the Availability Commitment.

8. Chronic Failure Termination Right

If Licensor fails to meet the Availability Commitment in three (3) or more calendar months during any rolling twelve (12) month period, in each case with monthly Availability below 99.0% (a "Chronic Failure"), Subscriber may terminate the Agreement for cause by providing Licensor with written notice within thirty (30) days following the calendar month in which the third such failure occurred. If Subscriber does not provide notice within that period, Subscriber waives its termination right with respect to that Chronic Failure. Upon such termination, Licensor shall refund to Subscriber any prepaid, unused Fees attributable to the period following the effective date of termination, calculated on a pro rata basis, less the amount of any Service Credits previously issued or payable to Subscriber in respect of the calendar months giving rise to the Chronic Failure. The termination right set forth in this Section 8 is in addition to, and not in lieu of, Subscriber's right to receive Service Credits under Section 7; together, such Service Credits and the pro rata refund described above are Subscriber's sole and exclusive remedy, and Licensor's sole and exclusive liability, for a Chronic Failure.

9. Exclusions

The Availability Commitment does not apply to, and Downtime shall exclude, any unavailability, suspension, or termination of the Service, or any other Service performance issues, to the extent caused by or resulting from:

- Scheduled Maintenance performed in accordance with Section 4, and Emergency Maintenance to the extent the underlying cause is itself an Exclusion under this Section 9;
- force majeure events as described in the Agreement;

- acts or omissions of Subscriber or any Authorized User, including misuse of the Service or use not in accordance with the Documentation;
- Subscriber's equipment, software, network connectivity, or other infrastructure not provided or controlled by Licensor;
- third-party services, integrations, or systems not provided or controlled by Licensor (including identity providers, payment processors, and customer-elected integrations);
- denial-of-service or other attacks targeted at Subscriber or Subscriber's users specifically, and not at Licensor's general user base;
- Subscriber's suspension under the Agreement;
- beta, trial, evaluation, or early-access features expressly identified as such by Licensor; and
- any other cause outside of Licensor's reasonable control.

10. Subscriber Responsibilities

To enable Licensor to meet its obligations under this SLA, Subscriber shall (a) designate one or more administrator contacts authorized to submit support requests and receive incident communications, (b) report suspected Service issues to Licensor through Licensor's designated support channels with sufficient detail to enable diagnosis, (c) provide Licensor with reasonable cooperation and access (including logs and reproduction steps) needed to investigate and resolve reported issues, and (d) maintain its own network connectivity, devices, and account credentials in a manner consistent with the Documentation.

— End of Exhibit B —