BEEGLE SERVICE LEVEL AGREEMENT (SLA)

Effective Date: 7 November 2026

This SLA ("Agreement") forms part of the Beegle User Agreement between you ("User") and Beegle Software Pty Ltd ("Service Provider"). It defines service levels, performance metrics, and remedies related to the Beegle software platform.

1) PURPOSE

This SLA defines service levels, performance metrics, and remedies related to the Beegle software platform. It is designed to ensure transparency and accountability in the delivery of our SaaS services. Capitalised terms used but not defined in this SLA have the meaning given to them in the User Agreement.

This SLA applies to the Core Service and, except as provided in the Exclusions clause, to Add-on Features.

2) AVAILABILITY

We commit to 99% uptime, excluding scheduled maintenance. Maintenance windows are announced 48 hours in advance, via platform notifications or email.

3) SUPPORT HOURS

Support is available Monday–Friday, 8am–6pm AEST (excluding NSW public holidays). Support requests may be submitted via Beegle Enquiry Form.

4) INCIDENT RESPONSE

We categorise incidents into three levels of priority, and for each assign a target response time and target fix time. Response time is initial communication with Users to acknowledge there is an issue. Fix time is the target time that we aim to resolve the incident.

a) High Priority:

   i) These are issues that render the Beegle service unusable.

   ii) Response within 4 business hours

   iii) Target fix within 24 business hours

b) Medium Priority:

   i) These are issues impacting a part of Beegle's services, but most of the application is functional.

   ii) Response within 8 business hours

iii) Target fix within 48 business hours

c) Low Priority:

i) These are minor issues

ii) Response within 2 business days

iii) Target fix within 7 business days.

5) SERVICE CREDITS

If uptime falls below the commitment, and this failure is the fault of Beegle, you may receive service credits up to 100% of the current monthly subscription fee. To claim a service credit, you must submit a written request to contact@beegle.au within 10 business days of the incident. Credits are applied to future invoices and are not redeemable for cash.

For the purposes of this clause, "monthly subscription fee" means the total Fees payable by the Organisation for the affected month, including Fees for Add-on Features.

6) EXCLUSIONS

This SLA excludes downtime due to maintenance, user misuse, external network issues, or force majeure events. It also excludes any downtime, performance issues or service degradation caused by or arising from:

a) third-party platforms or services (including any service integrated with the Service via API);

b) the User's failure to comply with the User Agreement; or

c) downtime of external service providers utilised by Beegle (such as storage, AI services, application hosting, etc.).

7) ESCALATION

For unresolved issues, email contact@beegle.au with "SLA Escalation" in the subject line. Escalations will be reviewed within one business day.

8) SECURITY & DATA INTEGRITY

Beegle maintains industry-standard security protocols to ensure data confidentiality, integrity, and availability. Security incidents involving personal information will be managed in accordance with our Privacy Policy and the Notifiable Data Breaches (NDB) scheme under Australian law.

9) TERM & REVIEW

This SLA remains in force for the duration of the User Agreement and may be reviewed periodically.

10) GOVERNING LAW

This SLA is governed by the laws of New South Wales, Australia, and subject to the exclusive jurisdiction of its courts.