KRONYX Service Level Agreement (SLA)

This Service Level Agreement ("SLA") outlines the service standards and commitments provided by NMESYS ("Provider") for the KRONYX platform to its customers ("Client"). This SLA is effective as of the date of contractual engagement or service onboarding.

1. Service Commitment

KRONYX is designed for continuous telemetry data processing with high fault tolerance, real-time responsiveness, and sovereign infrastructure compliance. The Provider commits to:

• 99.9% uptime per calendar month for core processing infrastructure

• Priority response and escalation for critical incidents

2. Service Availability

Service availability is measured across core ingestion, processing, storage, and gateway communication services. Scheduled maintenance (notified 48 hours in advance) is excluded.

2.1 Uptime Guarantee

• Monthly Uptime Target: 99.5%

• Service Credit: 5% of monthly fee for each 0.1% below SLA target, up to a max of 25%

3. Support & Incident Response

All customers may report incidents via the designated support portal or secure email. Response times are based on incident severity:

• Critical (P1): Complete ingestion failure or data loss – Response in 1 hour, resolution in 4 hours

• Major (P2): Degraded processing or gateway failures – Response in 4 hours, resolution in 12 hours

• Minor (P3): UI, reporting, or non-blocking bugs – Response in 1 business day

4. Emergency Escalation

Clients may register emergency contacts for P1 events. Escalation includes immediate internal routing, direct operator involvement, and continuous status updates until resolution.

5. Maintenance

• Planned maintenance is scheduled during off-peak hours and announced at least 48 hours in advance

• Emergency maintenance may be executed immediately if required to preserve data integrity or security

6. Exclusions

The SLA does not apply to issues caused by:

• Factors outside the Provider's control (e.g., force majeure, upstream internet routing)

• Client-side hardware, misconfigurations, or misuse

• Suspension due to non-payment or policy violations

7. Service Monitoring

KRONYX continuously monitors system health, ingest pipelines, and queue latency. Summary telemetry can be shared on request under a DPA-compliant process.

8. Claiming Credits

To claim a service credit, the Client must file a written request within 30 days of the event. Approved credits will be applied to the next billing cycle.

9. Modifications

The Provider may revise this SLA to reflect infrastructure upgrades, legal changes, or customer feedback. Clients will be notified 30 days in advance.

This SLA is governed by German law and supplements the KRONYX Terms of Use and Data Processing Agreement (DPA).

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(processor)   (controller)