PrimeGuest

PrimeGuest Service Level Agreement

Version 1.0 · Last updated 2 November 2026

This Service Level Agreement forms part of the Online Terms under the PrimeGuest Master Terms and applies to every Subscription Agreement that incorporates it, in every country where PrimeGuest is provided. Capitalised words have the meanings given in the Master Terms.

1. Availability

Cloud10 will make the production Platform available at least 99.5% of the time in each calendar month, measured per Property and excluding Excluded Downtime. Availability is the total minutes in the month, less downtime that is not Excluded Downtime, divided by the total minutes in the month. Availability is measured at the boundary of the Hosting Region's cloud infrastructure.

2. Excluded Downtime

The following do not count as downtime:

- scheduled maintenance notified at least 48 hours in advance, normally between 00:00 and 05:00 local time of the Hosting Region and not more than 8 hours a month;
- emergency maintenance needed for security or stability;
- problems with the Customer's internet, devices, network or configuration;
- outages or errors of Third-Party Services;
- force majeure events;
- suspension under clause 21 of the Master Terms; and
- trial, pilot and beta features.

3. Support channels and hours

Support is available through the in-app help desk, by email at support@primeguest.io, and by the phone numbers published on primeguest.io or provided at onboarding. Standard support hours are 09:00 to 21:00 Indian Standard Time (UTC+05:30), every day, or the regional support hours published on primeguest.io for the Customer's Hosting Region. Priority 1 issues are handled at all hours in every time zone. Support is provided in English and in any other language published for the Customer's region.

4. Response targets

Cloud10 will use reasonable efforts to meet the targets below. They are targets, not guarantees. A business day is a working day in the country where the Property is located.

Priority	Description	First response	Target workaround or fix
P1 Critical	Platform unavailable, or check-in, check-out or billing blocked at a Property	30 minutes	4 hours
P2 High	A major function is impaired and a workaround exists	2 support hours	1 business day
P3 Medium	A minor function is impaired	8 support hours	5 business days
P4 Low	Query, configuration request or feature request	2 business days	Planned release or as agreed

5. Service credits

If availability for a Property falls below the commitment in a month, the Customer may claim a credit against that Property's Subscription Fee for the month. An annual fee is divided by 12 for this purpose.

Monthly availability	Credit
Below 99.5% but at least 99.0%	5%
Below 99.0% but at least 98.0%	10%
Below 98.0%	15%

6. Claiming credits

The Customer must claim in writing within 15 days after the end of the month. Credits are applied to the next invoice and are not paid in cash. No credit is due while any Fees are overdue. The maximum credit for a month is 15%. Service credits are the Customer's sole remedy for any failure to meet the availability commitment.

7. Chronic failure

If availability for a Property is below 98% in three consecutive months, the Customer may terminate the subscription for that Property on 30 days' notice and receive a pro rata refund of prepaid Subscription Fees.

8. Backup and recovery

Cloud10 takes backups of Customer Data at least daily and keeps them for 30 days. Backups are stored within the Hosting Region. The recovery point objective is 24 hours and the recovery time objective is 8 hours. These are targets.

9. Customer responsibilities

The Customer will report P1 issues by phone, name its support contacts and their time zone, provide the information needed to reproduce an issue and allow remote access where required.