

Loops Service Level Agreement (SLA)

Effective Date: July 2026

This Service Level Agreement ("SLA") governs the availability and performance commitments for the Loops platform and forms part of the Agreement between LYT Soft Inc. ("Loops") and the Customer.

Capitalized terms not defined herein have the meanings set forth in the Terms of Service.

1. Service Availability

Loops will use commercially reasonable efforts to maintain **Monthly Uptime Availability of 99.5%** for the core Services.

Definition of Monthly Uptime Availability

Monthly Uptime Availability is calculated as:

$(\text{Total Minutes in Month} - \text{Downtime Minutes}) \div \text{Total Minutes in Month} \times 100$

Downtime Definition

"Downtime" means a sustained inability to access the core production Services, as measured by Loops' monitoring systems, excluding the events listed in Section 2.

Loops' monitoring systems shall be the primary source of truth for determining uptime and downtime.

2. Excluded Downtime

Downtime does not include, and uptime calculations exclude, the following:

- Scheduled maintenance (with or without prior notice)
- Emergency maintenance
- Customer-side network or connectivity issues
- Customer misconfiguration or misuse
- Suspension of Services in accordance with the Agreement

- Failure or disruption of third-party services or systems, including:
 - Review platforms
 - AI providers
 - Cloud hosting providers
 - Authentication providers
 - Payment processors
 - Internet service providers
- Internet backbone or general internet outages
- Force majeure events

Loops is not responsible for availability issues caused by third-party or sub-processor systems or dependencies.

3. Scheduled Maintenance

Loops may perform scheduled maintenance from time to time to improve or maintain the Services.

Where reasonably practical, Loops will provide advance notice of scheduled maintenance. However, Loops reserves the right to perform emergency maintenance without prior notice where necessary for security, stability, or system integrity.

4. Exclusions and Clarifications

Customer acknowledges and agrees that:

- The Services depend on third-party platforms and infrastructure outside of Loops' control.
 - Interruptions caused by third-party providers do not constitute breach of this SLA.
 - Performance may vary due to internet conditions, third-party API changes, or external system dependencies.
 - AI-powered features may experience variable latency or availability due to external model providers.
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5. No Guaranteed Feature-Level Availability

This SLA applies only to core platform availability.

Loops does not guarantee availability of:

- Specific integrations or third-party connectors
 - AI features or models
 - Beta or experimental features
 - Data enrichment or external data sources
 - Non-core analytics or reporting modules
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6. Changes to SLA

Loops may update this SLA from time to time.

Material changes will be communicated through the Services or website.

Continued use of the Services after the effective date constitutes acceptance of the revised SLA.