

Schedule 1: Service Levels

Version 2.0 | Effective 10 September 2026 | <https://prduct.com/service-levels>

Replaces the Starter, Plus, Premium and Enterprise Service Level Agreements (15 November 2025).

Prduct ApS

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1. SCOPE

1.1 This Schedule forms part of the Subscription Agreement and applies to the tier stated in the Customer's Order Form. It does not apply to Free Accounts or Connected Accounts.

1.2 An enterprise agreement may specify enhanced commitments. Where it does, the enterprise agreement prevails.

2. UPTIME COMMITMENT

2.1 Prduct commits to the following monthly uptime for the Platform:

Tier	Monthly uptime
Starter	99.0%
Plus	99.5%
Premium	99.5%
Enterprise	99.8% (may be enhanced in the enterprise agreement)

2.2 Monthly uptime is measured by Prduct's third-party monitoring service as the percentage of minutes in the calendar month during which the Platform was available, excluding the periods in Section 2.3. The current public monitor is at <https://stats.uptimerobot.com/eTu32tomF5>.

2.3 Excluded from the measurement: (a) scheduled maintenance notified at least 14 days in advance (for Enterprise, coordinated with the Customer); (b) emergency maintenance; (c) force majeure; (d) failures of third-party infrastructure or services, including AWS; (e) causes attributable to the Customer or its users; (f) suspension under the Subscription Agreement.

3. SERVICE CREDITS

3.1 If monthly uptime falls below the commitment, the Customer is entitled to a credit of the monthly fee (annual fee divided by 12) for the affected tier as follows:

Tier	Below 99.8%	Below 99.5%	Below 99.0%
Starter	None	None	None
Plus	None	None	None
Premium	None	5%	10%
Enterprise	5%	10%	15%

3.2 Credits must be claimed by email to billing@prduct.com within 30 days after the end of the affected month and are applied to the next invoice. Credits are not paid in cash and do not exceed the highest

percentage in Section 3.1 per month.

3.3 Credits are the Customer's sole remedy for failure to meet the uptime commitment.

4. SUPPORT

4.1 Support is available Monday to Friday, 09:00 to 16:00 CET, excluding Danish public holidays, through the channels below. Requests are prioritised by tier in the order Enterprise, Premium, Plus, Starter.

Tier	Channels	Critical	High	Normal	Basis
Starter	Email, chat	24 bh	48 bh	96 bh	Target
Plus	Priority email, chat	12 bh	24 bh	48 bh	Target
Premium	Priority email, chat	6 bh	12 bh	24 bh	Committed
Enterprise	Dedicated email, chat, phone	4 bh	8 bh	24 bh	Committed

4.2 "bh" means business hours within the support hours in Section 4.1. Response time is the time to first qualified response, not resolution.

4.3 Severity levels: Critical means the Platform is unavailable, data is lost or a security incident has occurred. High means a major feature is unavailable or significantly degraded. Normal covers general questions, minor defects and feature requests.

4.4 Enterprise customers are assigned a named account manager (strategic guidance, quarterly reviews, escalation) and, for larger implementations, a technical account manager, with direct escalation to engineering and management.

4.5 Premium includes up to 10 hours of onboarding assistance, training access and API support. Enterprise onboarding, training and implementation are scoped in the enterprise agreement.

5. DATA, BACKUP AND EXPORT

5.1 Master data is retained for the duration of the subscription. Communication history is retained for 90 days (Enterprise: as agreed).

5.2 Backups are performed regularly for all tiers. Premium and Enterprise backups are geo-redundant. For Enterprise, recovery is guaranteed for data from the preceding 365 days.

5.3 Export is available in standard formats (CSV, Excel, JSON) for all tiers. API access and export frequency depend on the tier as published at prduct.com/plans. Enterprise customers receive priority export and migration support.

5.4 Enterprise customers may agree custom data residency within AWS EU regions in the enterprise agreement.

6. CHANGES

6.1 Prduct may amend this Schedule in accordance with Section 12 of the Subscription Agreement (Enterprise: 60 days' notice).