Service Level Agreement (SLA)

Effective Date: 16 September 2025
This Service Level Agreement ("SLA") describes the service level commitments provided by Flow Payroll Limited for the Services.
Service Commitment: The Service Provider is committed to providing the highest standards of service and support. If it fails to achieve these standards it shall apply a credit for each day where it fails, calculated by dividing the Subscription Fees paid by the Client by the number of days in the billing period. The Client may offset any credit against any future fee or charge for Services. The service credits described herein shall be the Client's **sole and exclusive remedy** for any failure by the Supplier to meet its obligations under this SLA.

Uptime Warranty: The Service Provider warrants to provide access to the Services for **99%** of the time in any 3-month period, excluding scheduled updates, maintenance or a Force Majeure Event.

Support Warranty: The Service Provider warrants to provide access to support at all times during business hours on business days and respond to requests for assistance within **1 business day** for 99% of the time, or within 12 hours on any calendar day where the Client uses the Services.

Availability Calculation: In the interest of clarity, 99% of the time means any downtime shall not exceed 3.65 days in any calendar year, which equates to 7.2 hours in any given month. The percentage shall be calculated by comparing the number of minutes where the Services are available with the number of minutes where the Services are not available in any given month, as measured by the Supplier's monitoring tools.

Exclusions: This SLA does not apply to any downtime that results from: (a) a Force Majeure Event; (b) any failure of the Client's own hardware, software, or network connectivity; (c) Client's or its Authorised Users' misuse of the Services; or (d) any actions or inactions of the Client or third parties acting on the Client's behalf.