Blockbax

Service Level Agreement

This Service Level Agreement (this **“SLA”**) sets forth the relevant service levels in relation to the Service (as defined below) as provided by Blockbax B.V. (**“Blockbax,” “we,” “us,”** or **“our”**) to Customer (as defined below). This SLA is incorporated into and governed by the agreement for access to and use of the Service between Blockbax and Customer (the **“Agreement”**).

This SLA is an optional add-on and applies only where Customer has purchased it against payment of the applicable fees, as set out on the applicable Order Form. Where purchased, the service levels in this SLA apply in addition to, and where applicable instead of those set out in the Agreement; if not purchased, the standard service levels in the Agreement applies. SLAs are categorized as Silver, Gold or Platinum. The category is stated in the applicable Order Form or Agreement, if no category for a purchased SLA is stated you are entitled to Silver. Categories are used later in the SLA to indicate which service levels are applicable.

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1. Definitions

Capitalized terms not otherwise defined in the SLA shall have the following meanings assigned to them:

- **“Customer”** or “you” means the individual or entity that has

entered into the Agreement for access to and use of the Service, including its authorized users who use or access the Service on its behalf.
- **“Service”** means the subscribed service offering(s) stated in the applicable Order and/or Agreement excluding offering(s) designated as beta or similar designation and described at https://docs.blockbax.com/.
- **“Edition”** means the subscribed service edition offering(s) stated in the applicable Order and/or Agreement (Core, Advanced or Enterprise)

2. Service Availability

2.1 Status updates

If the Service is not fully operational, detailed information will be posted on the Status Page, including an explanation of the incident and regular updates until it is resolved. Scheduled maintenance windows will also be announced on this page, specifying the date, time, and expected impact.

Planned maintenance involving expected downtime will be communicated well in advance (at least 7 days), while unplanned maintenance (such as urgent security updates) will be announced as soon as possible and prior to execution.

The Status Page is available at https://status.blockbax.com/, where you can also subscribe to receive email notifications about incident updates and maintenance announcements.

2.2 Uptime guarantee

Blockbax shall use commercially reasonable efforts to make the Service available for access and use by end users over the Internet at least the Uptime Percentage corresponding to your Edition as defined hereunder (the “Uptime Guarantee”).

Edition	Uptime Guarantee
Core	99%
Advanced	99.5%
Enterprise	99.8%

The Uptime Percentage is measured over the course of each calendar

month, excluding unavailability as a result of scheduled maintenance. Service availability information can be found on the Status Page.

3. Support Requests

3.1 Submitting support requests

Support requests can be submitted by sending an e-mail to support@blockbax.com, the subject of the e-mail should mention the priority level (as defined below) proposed by the Customer for the incident to ensure Blockbax can follow-up up according to the right response and resolution times (as defined below).

Support requests must be submitted by Customer's designated administrative contacts with appropriate permissions. Blockbax may decline to respond to requests submitted by unauthorized users.

For support requests submitted outside Office Hours by Customers with the Platinum SLA, Blockbax maintains an on-call service. If an email with the word 'critical' or 'high' in the subject line is received from Customer contact person's email addresses as communicated to Blockbax in advance (e.g. john.doe@mycompany.com), the on-call team will be notified immediately and will respond within the applicable Response Time.

If there is a higher urgency or impact than determined initially, Customer may reclassify to a higher priority level by submitting a new support request with a reference to the prior request.

Blockbax reserves the right to adjust the proposed priority level in line with the severity definitions in this SLA. Blockbax will inform Customer of any such adjustment and, in case of disagreement, the Parties will consult in good faith, on the understanding that the assessment of Blockbax ultimately applies.

3.2 Support process

After submission, Blockbax will analyse the support request and, if applicable, try to reproduce the incident. If Blockbax determines the root cause of the incident is the Service, Blockbax will resolve the issue according to the assigned priority level (as defined below).

If the root cause of a reported incident is deemed to be an external

failure (i.e. the root cause is not the Service, but e.g. related to the implementation of an API or a misconfiguration), Blockbax shall inform Customer of such fact and Blockbax will have no formal obligation to resolve such issue. However, in such case Blockbax shall use reasonable efforts in supporting Customer in resolving the incident which may include involving (paid) Blockbax Expert Services. Blockbax will seek Customer's written approval and agreement to pay any related fees before performing such services.

3.3 Priority levels

Priority levels are determined based on impact and urgency, as attributable to Blockbax as set forth below.

Impact:

1. High: a high priority production incident with a high impact on Customer's business, impacting (almost) all users
2. Medium: a production incident with intermediate impact on Customer's business, impacting a group of users
3. Low: a trivial (production) incident with little impact on the Customer's business

Urgency:

1. High: operational functionality is severely disrupted
2. Medium: operational functionality is limited disrupted
3. Low: operational functionality is not/hardly disrupted

	Impact		
Urgency	**High**	**Medium**	**Low**
High	Critical	High	Medium
Medium	High	Medium	Low
Low	Medium	Low	Low

If and where Blockbax provides for a workaround solution the priority level can never be higher than Medium.

3.4 Response time and resolution time objectives

Blockbax offers the following Response Time Objectives for responding to support requests:

	Silver	Gold	Platinum
Critical	< 2 Office Hours	< 1 Office Hour	< 1 Hour
High	< 8 Office Hours	< 2 Office Hours	< 2 Hours
Medium	Next Business Day	Next Business Day	Next Business Day
Low	Reasonable Effort	Next Business Day	Next Business Day

Blockbax offers the following Resolution Time Objectives for resolving support requests:

	Silver	Gold	Platinum
Critical	< 8 Office Hours	< 4 Office Hours	< 4 Hours
High	Next Business Day	< 8 Office Hours	< 8 Office Hours and < 10 Hours
Medium	Reasonable Effort	Reasonable Effort	Reasonable Effort
Low	Blockbax Discretion	Blockbax Discretion	Blockbax Discretion

Business Days are Monday to Friday except for official Dutch public holidays. Office Hours are between 9:00 and 17:00 on Business Days.

3.5 Root-cause analysis

For every Critical incident, Blockbax will perform a Root Cause Analysis (RCA) within 5 business days after the incident occurred. The RCA will be shared with the Customer and include details on cause, impact, and corrective actions.

4. Escalations

At any time during your subscription with Blockbax, an escalation may be initiated after the SLA response- or resolution time has lapsed. If you have worked through our standard support processes and with our teams and you are not satisfied with the level or timeliness of service you received, you can escalate accordingly. Additionally, an escalation should be initiated when there is tangible impact to your project(s), or there is substantial risk to the business operations.

The entry point into the Blockbax escalation process is via e-mail

(escalation@blockbax.com) or through phone contact with either your account manager or a Blockbax consultant. For Enterprise customers the dedicated person assigned to them should be contacted for this.

5. Service Credits

If Blockbax, for two consecutive months, fails to meet the applicable Uptime Guarantee, the Customer will receive a Service Credit equal to one month of base fee payable to Blockbax. For each additional consecutive month of such failure, the Customer will receive an extra month of credits. Credits can thus not exceed the base fee due for the affected period.

Service Credits do not apply if Blockbax cannot meet the SLA due to circumstances that are reasonably beyond Blockbax' control.

Customers must request Service Credits within 30 days of the related SLA failures. Credits will be applied to future invoices and are the sole and exclusive remedy for SLA violations, unless the failure constitutes a material breach of the Agreement.

6. Fair Use

Customers are expected to use the SLA and support channels reasonably. Misuse includes but is not limited to: repeatedly misclassifying non-critical issues as Critical, using support for training or consulting purposes, or submitting excessive duplicate requests without new information. Blockbax reserves the right to reclassify such requests, exclude them from SLA metrics, or charge additional fees if misuse leads to significant extra workload. SLA credits do not apply in these cases. If Blockbax reasonably suspects misuse, it will notify the Customer and discuss its observations in good faith before taking any related action.

7. Modifications

Blockbax may update this SLA at any time by posting a revised at https://blockbax.com/legal/sla. Modifications shall not apply to Orders in effect at the time of posting and shall only take effect on new Orders or upon the start of a Renewal Term. If you do not agree with the modified SLA, you may elect not to renew the applicable Order(s) in accordance with Section 14 of the MSA (Renewal Order).

This Service Level Agreement was last updated on August 12, 2026.