

Service Level Agreement

Premium SLA — Terms and Compensation Schedule

Scope

This SLA supplements the Leafcloud Terms of Service (leaf.cloud/terms) and forms part of the contract between Leafcloud and the Customer. Where there is a conflict between this SLA and the Terms of Service (in particular Article 11 – Baseline SLA), this SLA takes precedence for the services explicitly covered herein.

Customer:

Effective Date:

1. Service Level Objectives

During the term of the Agreement, Leafcloud guarantees the following monthly uptime percentages for covered services. If Leafcloud does not meet a Service Level Objective and the Customer has met its obligations, the Customer is entitled to financial compensation as set out in Section 3.

Service	Monthly Uptime Guarantee
Single Instance (Core)	99.9%
Single Instance (Leaf Site)	99.9%
Load Balancing	99.95%
Object Storage	99.95%
Managed Kubernetes	99.5% *

** Managed Kubernetes: running workloads are unaffected by control plane unavailability. Downtime does not include unavailability of workloads running inside the shoot cluster, node-level failures affecting fewer than all nodes in a single availability zone, or failures caused by customer-managed add-ons, controllers, or misconfigured shoot specifications.*

2. How Uptime is Calculated

$Monthly\ Uptime\ \% = (total\ minutes\ in\ calendar\ month - downtime\ minutes) \div total\ minutes\ in\ calendar\ month \times 100.$

Measured by Leafcloud's internal monitoring systems. The public status page at status.leaf.cloud serves as the authoritative reference record. Downtime minutes are counted from the time a qualifying outage is confirmed by Leafcloud's monitoring systems to the time the affected service is restored. Periods of scheduled maintenance are excluded.

Definitions of Downtime

Downtime is defined per service as follows:

- Virtual machine instances: loss of external connectivity or persistent disk access due to failure of Leafcloud systems.
- Object Store: loss of connectivity to the Object Store API.
- Volume Storage: loss of persistent disk access of the running instance on which the volume is mounted.
- Networking: loss of external connectivity with the outside world, or loss of connectivity of internal networks.
- Load Balancing: loss of connectivity (via external IP addresses) to a load balancer with all healthy backend instances, due to failure of Leafcloud's systems.
- Managed Kubernetes: inability of authenticated users to reach the Kubernetes API server of a customer shoot cluster, or failure of the Gardener control plane to schedule or reconcile shoot clusters, where such failure is caused by Leafcloud's systems.

3. Compensation

When Leafcloud does not meet its Service Level Objective, the Customer is entitled to a service credit calculated as a percentage of the monthly fee paid for the affected service in the calendar month in which the outage occurred.

Shortfall = Service Level Objective – Monthly Uptime Achieved

Monthly Uptime Shortfall (percentage points)	Service Credit (% of monthly fee for affected service)
Less than 0.05 pp	10%
0.05 pp to less than 0.5 pp	25%
0.5 pp or more	100%

The service credit is applied as a percentage of the monthly fee paid for the affected service in the calendar month in which the outage occurred. The maximum service credit in any calendar month is 100% of the monthly fee for the

affected service. To claim a credit, the Customer must contact support within 30 days of the unavailability event. Credits are applied to future invoices and may not be exchanged for cash or transferred.

4. Exemptions from the Uptime Guarantee

The following do not count as downtime for the purposes of this SLA:

- Scheduled or emergency maintenance (see Section 5).
- Failures caused by errors in third-party software under the direct control of the Customer.
- Failures in products or services not included in the covered services.
- Failures caused by the Customer acting contrary to user instructions, or resulting from the Customer's operating systems or application software.
- Failures caused by incorrect firewall, routing, DNS, or VPN/tunnel configuration by the Customer.
- Failures due to usage significantly beyond reasonable use.
- Failures due to hostile actions by third parties, including denial-of-service attacks.
- Interruptions resulting from law enforcement or public authority action.
- Force majeure events as defined in the Terms of Service.

5. Planned and Emergency Maintenance

Scheduled Maintenance

Leafcloud will announce scheduled maintenance windows by email at least 5 working days in advance. Downtime during a scheduled maintenance window does not count towards the Service Level Objective.

Emergency Maintenance

Emergency maintenance may be performed without prior notice where necessary to protect platform security or stability. Leafcloud will communicate emergency maintenance as soon as reasonably practicable.

6. Data Security and Backups

Leafcloud maintains an information security management system aligned with ISO 27001 and SOC 2 principles. Customer data is stored exclusively in a Tier 3 data centre located within the European Union.

The Customer is responsible for making appropriate backup copies of all Customer Data and storing those copies outside the Service. Leafcloud is not liable for loss of data or damages caused by unavailability.

7. Support and Escalation

Priority	Contact Channel	Response Target
Normal / Low	Email: support@leaf.cloud	8 business hours
High / Critical	Email + Phone: +31 20 244 3794	4 business hours

A different support channel or tool may be agreed in writing between the parties.

8. Monitoring, Status, and Incident Communication

Platform Monitoring

Leafcloud continuously monitors the availability and health of the infrastructure components required to deliver the Services, including compute, storage, network, load balancing, control plane, and platform security events. Leafcloud monitoring does not replace Customer monitoring obligations.

Customer Monitoring Obligations

The Customer remains responsible for monitoring its own applications, operating systems, databases, and customer-managed services.

Status Page

Leafcloud maintains a public status page at status.leaf.cloud containing information on service disruptions, planned maintenance, security-related incidents (where disclosure is appropriate), and historical platform availability. Leafcloud will use commercially reasonable efforts to keep status information accurate and timely.

Incident Communication

For incidents materially affecting covered services, Leafcloud will provide updates via the status page and by email. Leafcloud may additionally publish machine-readable incident data via an API feed; the public status page remains the authoritative reference.

Post-Incident Reviews

For Priority 1 incidents affecting Premium SLA services, Leafcloud may provide a post-incident summary upon request. Such summaries may include an incident timeline, root cause analysis (where available), corrective actions, and preventive measures. Leafcloud may withhold information that would compromise platform security or the privacy of other customers.

9. Premium SLA Onboarding

Premium SLA coverage takes effect on the first billing date following order confirmation, unless Leafcloud identifies a specific technical blocker before that date.

Before coverage activates, the Customer shall:

- Designate an operational contact and an escalation contact.
- Confirm that monitoring, alerting, and off-platform backups are in place for the covered services.

Material changes to covered services — such as migration to a new platform or introduction of unsupported technologies — may require revalidation. Leafcloud will use reasonable efforts to minimise disruption during revalidation.