



Aviatize Enterprise Service Level Agreement

Effective January 1st 2026

Table of Content

Table of Content.....	1
1. Purpose and Scope.....	2
2. Updates and Modifications.....	2
3. Definitions.....	3
4. Help Desk Support.....	4
5. Services Availability.....	4
6. Support Response & Resolution Commitment.....	6
7. Recovery Point Objective.....	8



1. Purpose and Scope

This Service Level Agreement (“SLA”) sets forth the support performance metrics, response targets, and availability commitments for the Aviatize cloud platform. This SLA applies to all applicable Enterprise Aviatize Subscription Plans and is fully incorporated by reference into the Subscriber’s executed Service Order or online subscription check-out framework.

2. Updates and Modifications

Aviatize reserves the right to modify this SLA from time to time to reflect continuous optimizations to our digital infrastructure and global support operations. The version published live on this page dictates the active operational framework. Material changes that result in a structural degradation of service levels will be communicated to existing customers with a thirty (30) day prior notice period via email notification or the in-app administrator dashboard.

3. Definitions

TERM	DEFINITION
Excused Downtime	The total number of minutes in the applicable month that the Services are unavailable due to downtime authorized by the customer.
Initial Response Time	The elapsed time between a user submitting a support request and Aviatize issuing an automated acknowledgment or an interactive triage engagement (e.g., via our active AI Chatbot). This layer is designed to provide immediate interaction, log diagnostic data, and instantly confirm that the ticket has entered our tracking ecosystem. Initial Response Time does not mean an engineer has begun working on the core technical code.
Impact	The size of the group affected by the change from normal service level in terms of the number of users or business processes affected.
Issue	A specific matter or concern identified and logged by Aviatize's support team in response to a Support Request.
Issue Resolution	The deployment of commercially reasonable, best-effort engineering and infrastructure resources by Aviatize to diagnose, patch, remediate, or provide functional software workarounds for validated platform errors, core module bugs, or system anomalies. Issue Resolution pathways are prioritized dynamically based on the assigned Severity Level, with the primary operational objective being the rapid restoration of full platform utility and workflow continuity. Issue Resolution may be achieved via a temporary operational workaround or cloud hotfix pending a permanent software update in a subsequent platform release.
Operational Impact	The measured degree of disruption an unexpected software anomaly or infrastructure degradation inflicts upon the Subscriber's core, flight-essential workflows. Operational Impact is determined dynamically by Aviatize triage personnel based on the scope of affected users/bases, the availability of immediate manual workarounds, and the direct risk to airworthiness tracking, regulatory compliance records, or active fleet scheduling.
Monthly Availability	The total number of minutes in the applicable month, minus the Excused Downtime, and the Scheduled Downtime.
Resolution Assessment	The amount of time it takes Aviatize to provide an initial assessment of the Support Request, including its potential cause, operational impact, and solution, and then to communicate a clear action plan which outlines customer options or planned next steps. It is important to note that Resolution Assessment Time does not necessarily mean the issue has been completely resolved. Rather, it indicates that Aviatize has thoroughly evaluated the request and provided a clear path forward.
Scheduled Downtime	The total number of minutes in any given month that the Services are unavailable due to scheduled maintenance and repair.
Subscription	Aviatize currently supports these subscription plans: Core, Plus, Premium and Enterprise.
Support Request	Customer communication to Aviatize via (primary) a support ticket; (secondary) an email addressed to support@aviatize.com of an unscheduled or unanticipated occurrence that adversely affects the delivery of the Services.

4. Help Desk Support

4.1 Maintenance & Support Framework

Aviatize will provide the comprehensive platform maintenance and support services associated with the customer's selected active subscription plan. Enterprise Plan subscribers are automatically granted access to our premier Gold Support service tier. All technical support, diagnostic triage, and ongoing engineering communications are provided exclusively in the English language.

4.2 Customer Support Channels

For standard technical support, inquiries, and incident reporting, the Customer can utilize the following official channels:

- **Primary, In-Platform Reporting:** Registered users may create a Support Request by utilizing the native **ticketing** feature within the Aviatize platform via the support portal (support.aviatize.com). This routes technical diagnostic data and bug reports directly to the engineering team to accelerate resolution speeds.
- **Secondary, Support Email:** support@aviatize.com (Monitored continuously)

5. Services Availability

5.1. Service Commitment & Uptime Guarantees

- **Required Monthly Availability Target:** Aviatize commits to maintaining a minimum availability of **99.9%** for the Aviatize application in any given rolling thirty (30) day period (equivalent to less than 43 minutes of unscheduled downtime per month).
- **Transparency Operations:** Real-time infrastructure status and historical uptime data are publicly available at any time via our dedicated monitoring portal at <https://status.aviatize.com/>.

5.2 Service Credit Structure

Aviatize will use commercially reasonable efforts to ensure the Services are available (i.e., accessible and usable) at the Required Monthly Availability target.

In the event that Aviatize fails to meet the 99.9% uptime commitment during a billing month, the Subscriber may submit a written service credit claim. Validated claims will result in a credit applied against the next invoicing cycle as determined by the following matrix:

MONTHLY AVAILABILITY	SERVICE CREDIT PERCENTAGE <i>(applied to monthly pro-rata fee)</i>
100% - 99,9%	0% (compliant)
99,9% - 99,5%	5%
99,5% - 99%	10%
< 99%	15%

- Service Credit Calculation:** If Aviatize fails to meet the Required Monthly Availability, we will issue a service credit equal to the applicable credit percentage for each subscription plan tier as outlined in the matrix above, multiplied by the prorated monthly subscription cost related to the impacted service. In case of annual subscriptions, service credits are calculated by multiplying the monthly pro-rata share (one-twelfth) of the annual platform subscription fee for the month in which the downtime occurred by the applicable credit percentage.
- Service Credit Application:** Validated credits shall not be issued as cash refunds; instead, they will be logged as a balance deduction and applied directly against the customer' next scheduled renewal invoice, or against an Aviatize custom engineering invoice billed at our standard enterprise rate.

5.3 Maintenance and Update Policy

- Continuous, Frictionless Deployment:** Aviatize deploys core optimization updates, feature enhancements, and hotfixes seamlessly without system disruption or scheduled downtime.

- **Scheduled Maintenance Disruptions:** If an architectural upgrade requires complex data-model migrations or hardware adjustments that necessitate temporary service degradation or unavailability, Aviatize will adhere to the following enforcement rules:
 - **Window Optimization:** Maintenance will be executed strictly outside core business hours relative to the operational region of the affected base.
 - **Prior Notification:** Aviatize will provide written notice via email or administrator dashboard alert at least twenty-four (24) hours prior to the event, aiming for seven (7) days advance notice whenever feasible.
 - **Post-Migration Documentation and Release Transparency:** Following the successful completion of any complex architectural or database migration, Aviatize will compile a comprehensive deployment update report. This information may be delivered directly to the Customer's designated operational point-of-contact or Account Manager within five (5) business days of deployment completion, or published transparently via the dedicated **Aviatize platform dashboard widgets** utilizing our integrated, live system changelog. These dynamic updates allow administrators to cross-verify system optimization, active platform versions, and structural data alignment in real time.

6. Support Response & Resolution Commitment

6.1. Support Response

- **Initial Response Time:**
 - **Within Core Business Hours (08:00 – 18:00 CET/CEST, Business Days):** Aviatize guarantees an initial response and diagnostic triage within **one (1) hour** of receipt.
 - **Outside Core Business Hours, Weekends, & Public Holidays:** Outside of core business hours, the interactive Aviatize AI chatbot serves as our primary first-line triage layer, providing immediate, automated interactive responses and localized troubleshooting workarounds. Concurrently, **Aviatize deploys continuous, automated infrastructure monitoring systems that operate 24/7/365.** In the event of a validated Severity 1 (Critical) platform outage outside of business hours, these monitoring systems automatically trigger high-priority alerts to page our



on-call engineering team for immediate triage, while non-critical issues are queued for human review on the next standard business day.

- **Response and Resolution Assessment Times** do not apply to communications directly with an account manager, project manager, technical contact, or management contact, as these are outside of the Support workflow.
- **Issue Resolution:** Aviatize will employ all commercially reasonable, best-effort engineering resources to patch, resolve, or provide workarounds for validated software errors and bugs based on severity levels.
- **Data Authorization for Troubleshooting:** By submitting a Support Request, you explicitly authorize the Aviatize technical support and engineering teams to securely access, download, or copy any tenant data, user logs, or system configurations strictly necessary for diagnosing and troubleshooting the reported issue. If your organization has specific data residency or security concerns regarding this standard authorization, please contact your dedicated Aviatize Customer Success Manager (CSM) prior to ticket submission.
- **Role of Automated and AI Systems:** To ensure immediate operational engagement, the Aviatize interactive AI chatbot is officially designated as an approved support tool authorized to provide this initial response. Upon submission of a support request, the AI chatbot may immediately engage with users to gather essential diagnostic logs, offer localized troubleshooting workarounds, and instantly confirm entry into the tracking ecosystem. While this automated interface facilitates immediate interaction, any necessary escalation to a qualified Aviatize support engineer for a formal Resolution Assessment will continue to be governed strictly by the target operational windows set forth above.

6.2 Triage, Classification, and Reclassification

Severity Designation and Reclassification: When submitting a Support Request, you should select the Severity Level that best aligns with the operational impact of the incident. Upon interactive or engineering engagement, Aviatize technical support and triage personnel will evaluate the Support Request and reserve the right to utilize professional operational discretion to reclassify the ticket to the appropriate severity level in strict accordance with the criteria outlined in 6.3 below.

Dynamic Triage and Escalation Pathways: Incoming support requests are analyzed dynamically to measure their true Operational Impact on flight-essential workflows. Upon validating the severity of a ticket—whether initially logged through a user submission or triaged by our



interactive AI chatbot—Aviatize technical personnel will apply the standardized classification framework outlined in 6.3. This framework establishes the explicit targets and engineering protocols for our human support desk to deliver a formal **Resolution Assessment**.

6.3 Classification Framework

SEVERITY LEVEL	DEFINITION/OPERATIONAL IMPACT	RESOLUTION ASSESSMENT TIME
Severity 1 (Critical)	Total System Outage: Core platform inaccessible across multiple bases; scheduling or dispatch completely blocked with no operational workaround.	Within 8 Hours
Severity 2 (High)	Major Degradation: A core module is malfunctioning, causing significant operational friction, but the main application remains accessible.	Within 2 Business Days
Severity 3 (Normal)	Minor Malfunction / Bug: A non-critical software anomaly or core platform bug that causes operational inconvenience but does not impede flight training execution, active aircraft dispatch, or safety compliance. A functional workaround exists or the affected feature is non-essential to immediate daily operations.	Within 4 Business Days
Severity 4 (Low)	Cosmetic/Inquiry: A purely aesthetic user-interface glitch, minor layout inconsistency, or general informational inquiry regarding Aviatize platform configuration, documentation, and feature usage. The anomaly carries zero operational risk, zero data risk, and causes no disruption to standard workflows.	Resolution not guaranteed

7. Recovery Point Objective

7.1 Disaster Recovery Objectives (RPO & RTO): In the event of a catastrophic infrastructure failure or a validated disaster recovery invocation, Aviatize targets a Recovery Point Objective (RPO) of twenty-four (24) calendar hours and a Recovery Time Objective (RTO) of twenty-four (24) calendar hours for all critical platform services.