

Service Level Agreement

This Service Level Agreement (SLA) is the Service Level Annex referred to in Coldbyte's Terms of Service. It forms part of those Terms and applies to the Service ordered under the Order Form agreed between the Customer and Coldbyte.

Version.	Change	Changed by	Changed date
v1.0	Document created	Pål Gran	28.08.2026

1. What this SLA covers (and does not)

This SLA sets Coldbyte's commitments for the software it provides and the support and updates it delivers. Because the Service runs inside the Customer's own Azure subscription, the availability of the underlying compute, storage and identity platform is governed by the Customer's agreement with Microsoft, not by this SLA. Coldbyte's commitments are limited to the components Coldbyte controls: the application software, its updates, and Coldbyte's support responses.

- In scope: Provision and correctness of the Coldbyte software; delivery of updates and security fixes through Coldbyte's versioned release path and within the target times stated in its vulnerability-handling policy; support response times; breach/incident notification.
- Out of scope: Microsoft platform availability; the Customer's tenant configuration, licensing, network or identity; issues caused by the Customer's or a third party's changes; periods during which the application registered in the Tenant is not active, so that Coldbyte cannot deliver under the Terms; circumstances outside Coldbyte's control; anything outside the Coldbyte software.

2. Support hours and response targets

Severity	Definition	Target response (business hours [08–16 CET, Mon–Fri])
S1 — Critical	Service inoperative or a confirmed security incident affecting the Service	[4] business hours
S2 — High	Major function impaired, no reasonable workaround	[1] business day
S3 — Normal	Minor function impaired or a workaround exists	[3] business days
S4 — Request	Question, configuration guidance, feature request	[5] business days

Response means that Coldbyte has acknowledged the case and begun work. Resolution times, if any, are not guaranteed, and Coldbyte works on cases in order of severity. Extended hours or shorter targets may be agreed in the Order Form.

Coldbyte delivers updates and security fixes to the software through its normal versioned release path, free of charge and with a changelog. Coldbyte maintains a published vulnerability-handling policy stating its target times for fixing vulnerabilities by severity. Those times are targets and not guarantees, and Coldbyte informs the Customer where a target cannot be met. Security-critical updates may be applied promptly; other updates may be deferred by the Customer for the period stated in the Order Form where the deployment model allows.

3. Availability of the Coldbyte software layer

Coldbyte targets 99.8% monthly availability of the Coldbyte application components running in the Customer's tenant, measured by Coldbyte's health signal and excluding

- Scheduled maintenance notified twenty-four hours in advance
- Microsoft platform outages
- Customer-caused issues
- Circumstances outside Coldbyte's control.

Because the Service is redeployable from code and backed by tested restore procedures, recovery objectives are as stated in the Order Form.

4. Incident and breach notification

Coldbyte notifies the Customer of incidents affecting the Service without undue delay. Notifications include known impact, interim measures and a contact point, and are updated until resolution.

5. Limits

This SLA states Coldbyte's service-level commitments only. It creates no warranties beyond those in the Coldbyte Terms of Service, and does not guarantee the Customer's security outcomes or regulatory compliance. The availability figure above is a target. Where Coldbyte does not meet it, the Customer's remedies are those available under the Terms of Service, and Coldbyte's liability is limited as set out there. This SLA imposes no reporting obligation; where the Supplementary Terms for Financial Undertakings (DORA) apply, reporting of service-level attainment is governed by those terms.