

## Exhibit C: Service Level Agreement (SLA)

### 1. Service Levels

During the Term of the Agreement under which Alphacruncher has agreed to provide Service to the Customer, the Covered Service shall provide a Monthly Uptime Percentage to the Customer as follows:

Covered Service	Monthly Uptime Percentage
Nuvolos.cloud	>= 99.5%

If Alphacruncher does not meet the Service Levels for the Covered Service, and if the Customer meets its obligations under this agreement, the Customer shall be eligible to receive the Service Credits described below. This Agreement states the Customer's sole and exclusive remedy for any failure by Alphacruncher to meet the Service Levels as permitted by applicable law.

### 2. Service Credits

Monthly Uptime Percentage	Days of Covered Service added to the end of the Term (or monetary credit equal to the value of days of Covered Service for monthly postpay billing customers), at no charge to the Customer
< 99.9% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15

In order to receive any of the Service Credits described above, the Customer must notify Alphacruncher within thirty days from the time the Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement shall forfeit the Customer's right to receive a Service Credit.

The aggregate maximum number of Service Credits to be issued by Alphacruncher to the Customer for all Downtime that occurs in a single calendar month shall not exceed fifteen days of Covered Service added to the end of the Term (or the value of 15 days of service in the form of a monetary credit to a monthly-billing customer's account). Service Credits may not be exchanged for, or converted to, monetary amounts, except for customers who are on Alphacruncher's monthly billing plan.

**3. Exclusions**

The service level agreement does not apply to any: (i) features or Covered Services designated as “alpha” or “beta” (unless otherwise set forth in the associated Documentation), (ii) features or Covered Services excluded from the service level agreement (in the associated Documentation), (iii) features or Services that have been deprecated, or (iv) errors: (a) caused by factors outside of Alphacruncher’s reasonable control; (b) that resulted from the Customer’s software or hardware or third Party software or hardware, or both; (c) that resulted from abuses or other behaviours that violate the Agreement; or (d) that resulted from quotas listed in the Documentation.