

JUNO SERVICE LEVEL AGREEMENT

This Service Level Agreement (“**SLA**”) forms part of and is incorporated into the Master Services Agreement (“**Agreement**”) available at <https://juno.travel/legal/msa.pdf>. Capitalized terms used but not defined herein shall have the meanings set forth in the Agreement. This SLA is effective as of the Effective Date set forth in the Agreement.

1. Platform Uptime Commitment.

1.1 Uptime. Provided that Customer is in compliance with the terms and conditions of the Agreement to which these SLAs are a part, during the Term of the Agreement Juno will use commercially reasonable efforts to provide 99.9% uptime for the Platform, measured monthly, excluding the exclusions set forth below (the “Uptime Commitment”).

1.2 Exclusions. The Uptime Commitment excludes downtime arising out of or relating to any of the following: (a) use of the Platform not in accordance with the Agreement; (b) acts or omissions of Customer, its Users, or any third party (unless undertaken at the express direction of Juno); (c) Customer’s equipment or third-party computer hardware, software, or network infrastructure; (d) outages in third-party hosted services (e.g., Amazon Web Services, Google Cloud Services, or the like); or (e) scheduled or emergency maintenance; or (f) any other cause outside of Juno’s reasonable control.

1.3 Credits. Should Juno fail to achieve the Uptime Commitment in any calendar month during the Term, as Customer’s exclusive remedy and Juno’s exclusive liability, Juno shall provide the following credits:

Monthly Platform Uptime	Credit
Less than 99.9% but equal to or greater than 90%	5%
Less than 90% but equal to or greater than 50%	25%
Less than 50% but equal to or greater than 25%	50%
Less than 25%	100%

2. Support Services.

2.1 General Support. Juno will provide Customer with its then-standard technical support for the Platform during the hours of 9:00 am through 5:00 pm Mountain time, excluding any federal holidays or office closures.

2.2 Issue Reporting. Customer shall submit all support concerns by email to support@juno.travel. Juno will use commercially reasonable efforts to respond to all issue reports within one (1) business day.

2.3 Classification and Response Times. Juno will classify, prioritize, and use commercially reasonable efforts to address each support issue reported to Juno in accordance with the following table.

Issue Severity	Issue Description	Initial Response Time
Severity 1	A total outage of the Platform’s production system that affects more than one customer (including Customer).	30 minutes
Severity 2	A major outage of the Platform’s production system for Customer or a significant degradation or loss of a critical business component affecting multiple Juno customers (including Customer).	4 business hours
Severity 3	An error in the Platform’s production system for which there is no active workaround and which severely impacts Customer’s service quality, or the control or operational effectiveness of the	8 business hours

	Platform affects a considerable number of Users and creates significant adverse productivity or financial impact for Customer.	
<i>Severity 4</i>	An error that degrades the Platform's system's operation, maintenance, or administration functions, which requires Juno's attention to mitigate a material, or potentially material, effect on system performance of the Platform and on Customer's business.	2 business days
<i>Severity 5</i>	Non-service impacting questions, system enhancements, or problems regarding the Platform that do not immediately impair the functioning of the Platform and which do not materially affect service to end customers of Customer. If related to a problem (and not a question), the problem has a tolerable workaround. Customization requests (custom report requests, real-time value configuration, etc.)	1 business week

2.4 Dedicated Customer Resource. When submitting any support request, Customer shall identify a primary and secondary resource that will be the main point of contact for follow-up conversations regarding outstanding requests.

2.5 Primary Support for Users. Unless otherwise agreed by the parties in writing, Customer is responsible for all primary support for its Users. Customer shall maintain trained and competent technical support personnel who are sufficiently knowledgeable with respect to the Platform in order to: (a) gather relevant information from the User; (b) identify the problem; and (c) analyze symptoms and troubleshoot the underlying problem. Customer is expected to handle common and straightforward problems.

2.6 Exclusions. Support only applies to technical issues with the Platform. Juno has no obligation to provide any services or support any issue relating to: (a) Customer's failure to adhere to any required configurations or workarounds, (b) Customer's use of the Platform in a manner consistent with the features and functionality of the Platform (e.g., attempts to perform operations that are not supported or consistent with published guidance); or (c) any of the exclusions listed in Section 1.2 above.

Last Updated: March 18, 2025