

NovelVox

Service Level Agreement (SLA)

Availability, Support Response, and Status Communication Commitments

Applicable Products	Agent Accelerator and CCIP. NovelVox Cloud availability is governed by this SLA, subject to the EULA and applicable SOW. Private Cloud and On-Premises availability is governed by Schedule A of the EULA and the applicable SOW.
Target Availability	99.90% Targeted Uptime for NovelVox Cloud deployments, subject to SLA Exclusions
Availability Window	24 hours a day, 7 days a week
Maintenance Notice	At least 48 hours in advance for Scheduled Maintenance that may affect availability or functionality
Support Contact	supportnv@novelvox.com +1 928 864 5100
Document Version	v2.0 Aligned with EULA v2.13, DPA v1.8, and Product Privacy Policy v1.6

Prepared by: NovelVox

1. Scope and Availability Commitment

This Service Level Agreement (“SLA”) supplements the applicable Master Services Agreement, End User License Agreement (“EULA”), Data Processing Agreement (“DPA”), Order Form, Statement of Work, or partner/customer agreement (collectively, the “Agreement”). The EULA remains the primary source of truth for deployment-specific availability and uptime commitments, except where a signed Order Form or SOW expressly provides otherwise.

For NovelVox Cloud deployments, Services, as defined in the Agreement between Customer or Partner and NovelVox, shall be available twenty-four (24) hours a day, seven (7) days a week at the targeted uptime levels noted below, each a “Targeted Uptime,” subject to the SLA Exclusions described in this SLA and the applicable EULA.

Scope of Availability Commitments. The Targeted Uptime commitments in this Section apply only to NovelVox Cloud deployments and remain subject to the EULA and applicable SOW. For Private Cloud and On-Premises deployments, Schedule A of the EULA is the primary source of truth for availability and uptime commitments, unless expressly modified by the applicable SOW or signed Order Form. The Sections of this SLA addressing support response (§5), status communication (§5), and support channels (§6) apply, but the availability targets in this Section do not.

Product	Guideline	Targeted Uptime
Agent Accelerator	Service Availability (NovelVox Cloud)	99.90%
CCIP	Service Availability (NovelVox Cloud)	99.90%

For operational reporting, service availability may be calculated as: $((\text{Total Time} - \text{Excluded Time} - \text{NovelVox-caused Downtime}) / (\text{Total Time} - \text{Excluded Time})) \times 100$. Measurement windows, credits, remedies, and reporting obligations, if any, will be governed by the applicable Agreement or Order Form.

2. SLA Exclusions

SLA Exclusions include any unavailability, service interruption, performance degradation, or downtime caused by or resulting from the following:

- The Customer’s or Customer end-customer’s network, equipment, internal systems, firewall, VPN, endpoint environment, or internet connectivity.
- Scheduled Maintenance and urgent maintenance as defined in this SLA.
- Third-party service providers, including Cloud Infrastructure Providers such as AWS, Azure, or GCP.
- Contact Center as a Service (CCaaS) platforms, including Genesys, Five9, Zoom, NICE, and other similar platforms (which act as integration endpoints, not NovelVox sub-processors).
- Systems of Record (“SOR”) or backend enterprise systems with which NovelVox integrates, including Core Banking, EHR/EMR, CRM, ERP, Dealer Management Systems, and related APIs, authentication services, VPN connectivity, middleware, or customer-hosted components.
- Force majeure events as defined in the EULA.

Downtime falling within the SLA Exclusions will not be counted against the Targeted Uptime.

3. Scheduled Maintenance

NovelVox products such as Agent Accelerator and CCIP are designed to operate without planned downtime. However, periodic maintenance activities may be required to apply patches, upgrades, performance improvements, or security updates.

NovelVox will perform maintenance in a manner intended to avoid Customer impact whenever reasonably possible. For maintenance activities that may affect service availability or functionality, NovelVox will publish scheduled maintenance windows and notify the Customer at least forty-eight (48) hours in advance (“Scheduled Maintenance”), consistent with Section B.2 of Schedule B to the EULA.

NovelVox may conduct urgent maintenance without the standard notice period when reasonably necessary to address critical security, stability, or operational risks. In such cases, NovelVox will use commercially reasonable efforts to notify the Customer as soon as practicable.

Maintenance Type	Purpose	Customer Notice
No-impact maintenance	Patches, configuration updates, or infrastructure tasks designed not to affect service availability or functionality.	Notice may not be required where no Customer impact is expected.

Maintenance Type	Purpose	Customer Notice
Scheduled Maintenance	Maintenance that may affect service availability or functionality.	At least forty-eight (48) hours in advance.
Urgent maintenance	Maintenance required to address critical security, stability, or operational risks.	As soon as practicable, where prior notice is not feasible.

4. Service Interruption Notice and Restoration

Other than Scheduled Maintenance, NovelVox shall promptly notify the Customer if the Services become inaccessible due to an issue within NovelVox’s control and shall use commercially reasonable efforts to restore service availability as soon as practicable.

NovelVox will prioritize restoration based on severity, business impact, number of affected users or functions, and dependency on Customer, partner, CCaaS, SOR, cloud infrastructure, or third-party systems.

Relationship to Security Incident Notifications. For clarity, this Section addresses service interruption notices for availability events. Personal Data Breach notifications and security incident notifications are governed by Section 8 of the DPA and Section 6.3(i) of the EULA, and are not modified by this Section.

5. Incident Priority, Response Time, and Status Communication

NovelVox supports and manages incidents as per the following matrix. Response times are measured during Working Hours unless the applicable Agreement, Order Form, or Support Plan states otherwise.

Priority	Description	Response Time (Working Hours)	Status Communication
Severe – P1	System is completely down. All operations are totally affected.	30 minutes	Status update detailing issue progress sent to the requestor every 1 hour.

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Priority	Description	Response Time (Working Hours)	Status Communication
High – P2	System is partially down. Some operations are severely degraded. For example, the system is still functional, but some modules are not working.	1 hour	Status update detailing issue progress sent to the requestor every 4 hours.
Normal – P3	System is stable, but performance is impaired. Operational functions are available but may experience unexpected symptoms, system behavior, or defects.	8 hours	Status update detailing issue progress sent to the requestor every 24 hours.
Low – P4	System is operational with no adverse behavior. The request may involve questions on reporting, functionality, configuration, or special requests.	8 hours	Status update detailing issue progress sent to the requestor every 24 hours.

Working Hours. “Working Hours” means 9:00 AM to 6:00 PM in the time zone of the NovelVox support entity designated in the applicable SOW (typically India Standard Time for Asia/EMEA Customers and US Eastern Time for Americas Customers), Monday through Friday excluding NovelVox-observed public holidays. P1 incidents are addressed on a 24x7 basis.

Initial response means NovelVox’s receipt of the support request and start of triage. Resolution time may vary depending on the complexity of the issue, required Customer actions, third-party dependencies, and the availability of diagnostic information.

6. Support Channels

Channel	Details
Support Email	supportnv@novelvox.com
Phone	+1 928 864 5100
Website	www.novelvox.com

7. Customer Responsibilities and Support Submissions

To support timely triage and restoration, Customer or Partner should provide all reasonably requested information, access, approvals, and cooperation, including:

- A clear description of the issue, affected users, affected applications, timestamp, business impact, and steps to reproduce.
- Relevant logs, screenshots, error messages, session details, configuration information, and network or VPN details where applicable.
- Timely access to Customer-managed systems, SOR APIs, CCaaS platforms, authentication providers, VPN endpoints, middleware, or customer-hosted components when required for troubleshooting.
- Maintaining active third-party subscriptions, credentials, API access, licenses, connectivity, and approvals required for NovelVox integrations to function.
- Customers should avoid including unnecessary Personal Data, sensitive credentials in plaintext, or special category data in support submissions. Where such data must be included for troubleshooting, the Customer should notify NovelVox in advance.

Treatment of Support Submissions. Information submitted to NovelVox support channels in connection with a support request (“Support Submissions”) is treated as Confidential Information under Section 8 of the EULA, accessed by authorized personnel on a need-to-know basis subject to the safeguards described in the DPA and the Product Privacy Policy, and retained for no longer than ninety (90) days after closure of the related ticket unless a longer period is required for an ongoing investigation or as required by applicable law. Where Support Submissions contain Personal Data, such data is processed in accordance with the DPA, including the international transfer safeguards in Section 10 of the DPA.

8. Third-Party Dependencies

NovelVox Services may depend on third-party platforms, systems, services, APIs, and connectivity controlled by the Customer, Partner, end-customer, or third-party providers. NovelVox is not responsible for unavailability, degradation, defects, delays, or outages caused by such third-party dependencies.

Where an incident involves a third-party dependency, NovelVox will use commercially reasonable efforts to assist with diagnosis, coordinate with Customer or Partner as appropriate, and identify whether the issue appears to originate within NovelVox-controlled components or external systems.

9. Order of Precedence

This SLA supplements the Agreement and is subordinate to the Purchase Order, Statement of Work, DPA, and EULA. For Private Cloud and On-Premises deployments, the EULA is the primary source of truth for availability and uptime terms unless expressly modified by a signed Purchase Order or SOW. In the event of any conflict between this SLA and any of the foregoing documents, the order of precedence shall be:

- (1) the Purchase Order (PO);
- (2) the Statement of Work (SOW);
- (3) the Data Processing Agreement (DPA), with respect to the processing of Personal Data;
- (4) the End User License Agreement (EULA);
- (5) this SLA.

This Section is intended to operate consistently with Section 2.1A of the EULA and Section 15 of the DPA, and does not modify either.

10. Amendment and Review

NovelVox may update this SLA from time to time to reflect product architecture, support processes, cloud practices, or operational improvements. Any customer-specific commitments must be documented in the applicable signed Agreement, Order Form, Statement of Work, or written amendment.

Carve-out for Data-Handling Changes. Notwithstanding the foregoing, any update to this SLA that materially changes the categories, retention, or cross-border handling of Personal Data or Customer Confidential Information shall be subject to the notification and objection procedures set forth in the DPA and the Product Privacy Policy. In the event of any conflict between an update to this SLA and the DPA or Product Privacy Policy on such matters, the DPA and Product Privacy Policy shall prevail.