



Push-to-talk solution

CORPORATE AND CONTRACTUAL DOCUMENTATION

corePTT Support and Availability SLA

Measurement, priorities, support, maintenance and credits

corePTT platform

Compliance and governance

Security and data protection

09

corePTT governance

Revision 1.3 • 14 October 2026

sales@coreptt.com

COREPTT TECNOLOGIA LTDA

CNPJ 69.599.966/0001-93 • Campinas SP

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DRAFT FOR LEGAL REVIEW

corePTT Support and Availability SLA

Measurement, priorities, support, maintenance and credits

Responsible provider	COREPTT TECNOLOGIA LTDA
Trading name	COREPTT TECNOLOGIA
CNPJ	69.599.966/0001-93
Registered office	Rua Comendador Torlogo Dauntre, nº 74, sala 1207, Cambuí, Campinas/SP, CEP 13025-270
Sales and contracting	sales@coreptt.com
Registered telephone	(11) 9839-0601
Legal matters privacy and integrity	legal@coreptt.com
Brand and platform	corePTT
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This SLA defines measurement and support for paid corePTT commercial services. Targets apply only to the components and plan completed and accepted in the Order before activation; the 7-day free evaluation follows its own agreement and is not included in commercial targets or credits.

Provider identification

The PROVIDER is COREPTT TECNOLOGIA LTDA, trading name COREPTT TECNOLOGIA, registered with the CNPJ under No. 69.599.966/0001-93, with its registered office at Rua Comendador Torlogo Dauntre, nº 74, sala 1207, Cambuí, Campinas/SP, CEP 13025-270.

Sales and contracting: sales@coreptt.com. Registered telephone: (11) 9839-0601. Legal matters, privacy, integrity and security: legal@coreptt.com.

The PROVIDER is the legal entity responsible for the commitments it undertakes in the corePTT instruments. The CUSTOMER and the representatives of both parties will be identified in the applicable instrument, with authority to approve the scope and sign.

1 Purpose

This SLA defines availability and support for components hosted and administered by the PROVIDER that are selected in the Order. Professional services, equipment, third-party applications, carriers and the CUSTOMER environment are included in the SLA only when an express target is specified.

2 Plans

Plan	Standard coverage	Indicative monthly target
Essential	business days from 8h to 18h Brasília time	99.5 percent
Operational	P1 on a 24 by 7 basis and other priorities on business days	99.9 percent
Customized	as specified in the Service Order	as specified in the Service Order

The plan, components, targets, measurement points and intervals, hours, channels and contacts must be selected and accepted before commercial activation. An indicative percentage without selection does not constitute an automatic commitment. If no availability SLA is contracted, this will be expressly indicated in the Order, without excluding duties of diligence, security and compliance with the law.

3 Available service

A component is considered available when authorized users can perform its primary function from the defined measurement points. Partial degradation may be treated as proportional unavailability when it prevents a material part of the contracted function.

4 Calculation

Monthly availability (%) = ((eligible time minus countable unavailability) / eligible time) × 100. The calculation will be performed by component and environment, for the period and time zone defined in the Order, based on the agreed measurement points and records. Exclusions must be specified, demonstrable and quantified. If eligible time is zero, the report will indicate the absence of a measurable period and will not assign a fictitious percentage. Partial degradation will follow the approved criterion for the contracted function.

5 Exclusions

- scheduled maintenance within the contracted limit;
- demonstrable action or omission by the CUSTOMER, user, integration or third party under its management, to the extent that it caused the event;
- proven failure of a device, local network, internet, carrier or supplier outside the managed scope, if the PROVIDER did not contribute and fulfills its diagnosis, communication and escalation duties;
- legitimate suspension for security, misuse, an authority order or payment default;
- force majeure and a large-scale attack that could not have been prevented by a reasonable measure;
- a beta feature, demonstration, proof of concept or version without a production commitment;
- an event without sufficient evidence after a joint investigation; the absence of an alert in the PROVIDER monitoring does not, by itself, invalidate reliable evidence presented by the CUSTOMER.

6 Maintenance

Windows and the monthly limit for excluded maintenance will be completed in the Order; without a contracted limit, maintenance time will not be automatically excluded. Scheduled maintenance will be communicated at least 48 hours in advance, unless another period is expressly accepted. Emergency maintenance may occur without advance notice to contain a risk, with the cause, impact and completion communicated as soon as possible; its exclusion from the calculation will depend on expressly agreed criteria.

7 Priorities

Priority	Criterion	Example
P1 critical	primary service unavailable for a significant operation, without a reasonable alternative	production environment inaccessible to most users
P2 high	important function degraded or unavailable, with a limited alternative	significant group or console affected
P3 medium	limited impact, without material interruption of operations	isolated failure or reduced performance
P4 low	question, request, adjustment or improvement	configuration, guidance or future request

8 Support targets

Priority	First response	Update	Workaround target
P1	30 minutes under the Operational plan	every 2 hours	4 hours when technically feasible
P2	2 business hours	daily on a business day	1 business day when technically feasible
P3	8 business hours	according to progress	planning within 3 business days
P4	2 business days	when a decision is made	according to queue and scope

Targets begin upon receipt of the ticket through the contracted channel and of the minimum information essential for diagnosis. Missing nonessential information will not unjustifiably delay the clock. The time limits are for first response, updates and workarounds, according to the selected table, and are not an unrestricted guarantee of resolution. Replacements of the table must be written and accepted in the Order.

9 Opening a ticket

The CUSTOMER must provide the environment, affected users, onset, impact, reproduction steps, evidence and an available contact. P1 tickets must be opened through the plan emergency channel, in addition to the written record. A duplicate ticket does not accelerate support and may be consolidated.

10 Classification and escalation

The initial priority may be revised after diagnosis. Any disagreement will be explained to the CUSTOMER contact. A critical incident will be escalated to the PROVIDER operations manager; security or data matters will also follow the DPA process.

11 CUSTOMER obligations

The CUSTOMER will maintain on-call contacts, grant secure access, preserve evidence and perform reasonable tests. The clock may be paused only during an essential wait for information, access, approval or testing under the CUSTOMER responsibility, with justification, recorded start and end times and notice of resumption. The pause does not change statutory privacy deadlines or mitigation obligations that can be fulfilled.

12 Monitoring and reporting

The PROVIDER will use its own monitoring or monitoring from a supplier compatible with the component. CUSTOMER measurements will be considered when reproducible. A monthly report will be provided when contracted, including availability, relevant incidents, maintenance and applicable credits.

13 Credits

Component availability	Credit on the eligible monthly fee
at or above the target	no credit
up to 0.5 percentage points below the target	5 percent
more than 0.5 and up to 2 points below	10 percent
more than 2 points below	20 percent

The SLA credit applies to the eligible recurring monthly fee of the affected component, excluding equipment, connectivity, professional services and taxes, capped at 20% in the month, unless a different rule is written in the Order. The request must be submitted within 30 days after the report is made available to the CUSTOMER, with documentation for the period. The table bands and this rule must be expressly accepted. A credit is contractual service compensation and does not exclude liability for willful misconduct, gross negligence or damage for which compensation cannot be excluded, nor does it restrict nonwaivable rights.

14 Repeated incidents

If the same component misses the target for three consecutive months, the Parties will prepare a corrective plan. If material noncompliance persists after a reasonable period, the CUSTOMER may terminate the affected component without a penalty for the future period, in addition to credits already owed.

15 Continuity and recovery

RTO, RPO, redundancy, a secondary region and disaster tests are binding only when described in the Order or Technical Annex. The availability target does not, by itself, create a guarantee of zero data loss or recovery within a specified time.

16 Security and privacy

A security event may require suspension, credential rotation or emergency maintenance. The operational classification in this SLA does not replace the assessment of risk to data subjects, DPA notification deadlines or LGPD obligations.

17 SLA revision

Changes to targets, rules, channels or scope for future periods require formalization and written acceptance, without automatic incorporation of a future version or retroactive reduction. Urgent technical security adjustments may temporarily change procedures, with records, communication and restoration of the workflow, preserving current commitments and statutory duties.

External dependencies in the availability calculation

Unavailability of an external service may be excluded from the calculation only when the component is identified as a dependency, the external cause is demonstrable and the PROVIDER did not contribute to the event. Diagnosis and escalation time will remain subject to the support targets applicable to the contracted plan.

Scope of server management

Monitoring and support cover only the layers managed by the PROVIDER and indicated in the Service Order. Shared or dedicated servers, operating systems, databases, applications, connectivity, devices, integrations and providers must have defined responsible parties. The PROVIDER will coordinate diagnosis of the layers under its management and escalation of dependencies.

Backup, restoration, RPO and RTO

The existence of a backup does not imply instant restoration or absence of loss. The maximum acceptable data loss point (RPO), recovery time target (RTO), frequency, retention, testing and restoration priority are contractual targets only when completed in the Service Order. Without these fields, best efforts compatible with the plan apply, without a specific target.

Evaluation environments

The 7-day free evaluation, equivalent to 168 hours from the communicated activation, is not included in the availability calculation or the credits under this SLA. It does not include a commercial SLA, a backup or recovery guarantee, continuous capacity or 24-hour support, unless a specific obligation is written in the agreement. Initial support will be routed through sales@coreptt.com according to scope and availability; security incidents will be reported to legal@coreptt.com and remain subject to triage, cooperation and statutory data protection deadlines.

The CUSTOMER must maintain contingency measures and must not rely exclusively on the trial for emergencies or critical processes. Formalizing service after the trial requires an accepted proposal and a formal contract; there is no automatic conversion or renewal. Data retention and purging follow the evaluation agreement and the DPA, without free retention of recordings for 90 days.

Document control

Field	Record
Document owner	COREPTT TECNOLOGIA LTDA
Coordination and legal review	Responsible person to be appointed by the PROVIDER before signature
Sales and contracting	sales@coreptt.com

Field	Record
Legal matters privacy and integrity	legal@coreptt.com
Revision and date	1.3 • 14 October 2026
Status	Draft for legal review

18 Signatures

PROVIDER	CUSTOMER
COREPTT TECNOLOGIA LTDA	Legal name indicated in the Service Order
CNPJ 69.599.966/0001-93	CNPJ indicated in the Service Order
Representative name and title	Representative name and title
Electronic signature	Electronic signature