

# Support and Service Level Terms

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These Support and Service Level Terms are part of Your Terms with Andri AI. Any capitalized terms used but not defined in these Support and Service Level Terms have the meaning set forth in the Terms.

## 1. SUPPORT

1.1. **Standard Support (included with every licence).** We provide support through access to our documentation as well as via email directed to [info@andri.ai](mailto:info@andri.ai) which is monitored during standard European business hours (9:00-18:00 CET, "Support Hours"). Standard Support is provided on a best-effort basis; in practice we aim to respond quickly.

1.2. **Optional support upgrades.** Customers may purchase one of the following support upgrades, as recorded in their quote or order form:

- 1.2.1. **Silver Support:** guaranteed follow-up no later than the next business day.
- 1.2.2. **Gold Support:** follow-up within 6 hours during Support Hours, plus access to a direct support phone line.

1.3. Where no support upgrade is recorded in the quote or order form, Standard Support applies.

1.4. We continuously explore ways to refine and improve our support resources, and we will provide Notice to you as we update this aspect of our offering.

## 2. SERVICE LEVELS

2.1. Andri AI will use commercially reasonable steps to make the Services available to You at least 99.9% of each calendar month (the "Availability Commitment").

2.2. "Monthly Uptime Percentage" is calculated as  $([\text{Total number of minutes in the calendar month}] - [\text{Total minutes of Downtime in the calendar month}] * 100 / [\text{Total number of minutes in the calendar month}]$ . "Downtime" is any event under Andri AI's or its subcontractors' reasonable control that causes the Platform to become generally unavailable to Your users.

2.3. In the case where your Monthly Uptime Percentage falls below our Availability Commitment, upon Notice by You, Andri AI will provide you a "Service Level

Credit" based on a percentage of your Monthly Subscription Fee as indicated in the chart below. Such Service Level Credit will be your exclusive remedy. Any request for a Service Level Credit must be received within 10 days of the end of the month for which the Service Level Credit is being sought.

<b>Monthly Uptime Percentage</b>	<b>Service Level Credit Percentage</b>
99.9% or higher	None
Under 99.9% but greater than or equal to 99.5%	10% of Monthly Subscription Fee
Under 99.5% but greater than or equal to 99%	25% of Monthly Subscription Fee
Under 99%	50% of Monthly Subscription Fee

2.4. You are not entitled to any service level adjustment for:

- 2.4.1. Equipment or software failure under Your control;
- 2.4.2. Your or Your Users inability to connect to the Internet;
- 2.4.3. Your failure to utilize the Platform in conformity with our documentation;
- 2.4.4. Force Majeure events;
- 2.4.5. Use of the Platform's features that are designated as Beta Features;  
and
- 2.4.6. Use of the Platform for unpaid or evaluation purposes.

Andri AI B.V., Hildegard Von Bingenstraat 44, 1081 LH Amsterdam, the Netherlands, CoC 97424803, info@andri.ai. This PDF is the downloadable version of the Support and Service Level Terms as published on [www.andri.ai/legal](http://www.andri.ai/legal).