

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.

2. Service Credits

Monthly Uptime Percentage	Days of Covered Service added to the end of the Term at no charge to the Customer
< 99.9% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15

If the monthly uptime percentage is < 80.0%, the Customer shall be eligible to raise claims for damages arising out of the dysfunction of the Service Levels that arise through no fault of his.

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. Service status and availability are published in real time on <https://nuvolos.statuspage.io/>. 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. The claims for damages for a monthly uptime percentage of < 80.0% remains unaffected by that. 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.