APPENDIX A — SERVICE LEVEL AGREEMENT

Last Updated: September 21, 2026

A.1. OVERVIEW AND APPLICABILITY

This Service Level Agreement ("**SLA**") is incorporated into and forms part of the Cyberbit Terms of Service available at https://www.cyberbit.com/legal/ (the "**Agreement**"). All capitalized terms used but not defined herein have the meanings given to them in the Agreement. This SLA applies only to Customers who have purchased a paid subscription under a signed Order Form and does not apply to Evaluation Access. In the event of any conflict between this SLA and the Agreement, the Agreement shall control except with respect to matters specifically addressed herein.

A.2. DEFINITIONS

"Excluded Downtime" means any period of unavailability caused by: (a) a force majeure event as described in Section 16.3 of the Agreement; (b) internet or telecommunications failures outside of the Platform infrastructure; (c) outages of third-party hosting providers, cloud infrastructure, or other third-party services beyond Cyberbit's reasonable control; (d) application of critical security patches; (e) Scheduled Downtime; (f) Customer's acts or omissions, including misconfiguration, unauthorized access, or use of the Platform in violation of the Agreement; or (g) any individual period of unavailability that lasts fewer than five (5) consecutive minutes.

"Monthly Uptime Percentage" means the total number of minutes in a calendar month, excluding Scheduled Downtime and Excluded Downtime, during which the Platform was accessible and not suffering from a Service Outage, divided by the total number of minutes in that calendar month, excluding Scheduled Downtime and Excluded Downtime, expressed as a percentage.

"Scheduled Downtime" means planned maintenance periods during non-core business hours, including a standing scheduled maintenance window of 12:00 AM to 2:00 AM Eastern Time each weekday. Cyberbit may schedule additional maintenance windows outside of core business hours upon at least two (2) business days' advance notice to Customer via the communication contacts designated in the applicable Order Form.

"Service Credit" means a credit against Fees payable by Customer under the applicable Order Form, as further described in Section A.7 of this SLA.

"Service Outage" means any event that renders the Platform's primary interface unavailable to Customer, other than Scheduled Downtime or Excluded Downtime, that persists for five (5) or more consecutive minutes and affects a significant number of requests or core functionality. A Service Outage is recognized as such only upon confirmation by Cyberbit following Customer's support ticket submittal in accordance with Section A.8.

A.3. UPTIME COMMITMENT

Cyberbit will use commercially reasonable efforts to make the Platform available with a Monthly Uptime Percentage of at least 99.5%, measured on a calendar month basis, excluding Scheduled Downtime and Excluded Downtime.

A.4. SCOPE

This SLA applies solely to the primary interface of the Platform accessible at Cyberbit's designated URLs (including cyber-range.com, cyberbitrange.com, portal.rangeforce.com, rangeforce.com, rangeforce.eu, and equivalent localized or customer-specific instances). It does not apply to: (a) Third-Party Products accessible through the Platform; (b) Evaluation Access; (c) any features or functionality designated as beta or preview; or (d) scheduled Lab or Exercise infrastructure that may require independent provisioning.

A.5. MEASUREMENT

Downtime is measured from the time Customer reports a Service Outage via a support ticket in accordance with Section A.8 until the time Cyberbit confirms restoration of service. To filter transient fluctuations, a period of unavailability must persist for at least five (5) consecutive minutes before it qualifies as downtime for purposes of calculating the Monthly Uptime Percentage. Cyberbit's internal monitoring systems shall serve as the authoritative source for uptime calculations, subject to good-faith review of Customer-submitted documentation as part of any Service Credit request.

A.6. SUPPORT SERVICES AND RESPONSE TIMES

Platform Monitoring: Cyberbit monitors the Platform 24×7×365 for Severe priority incidents.

Email and Portal Support: Available during Cyberbit's standard regional business hours as published at https://www.cyberbit.com/legal (the "**Support Hours**"), as updated from time to time. High, Medium, and Low priority requests are handled during Support Hours only.

Response Time Commitments: Priority level definitions and response time commitments are as published in Cyberbit's Support Terms at https://www.cyberbit.com/legal, as updated from time to time. Customer shall submit support requests with the priority level it reasonably believes applies; however, Cyberbit reserves the right to reasonably reclassify priority levels. Cyberbit will use commercially reasonable efforts to resolve all requests promptly but does not guarantee a specific time to resolution. All support communications shall be in English.

A.7. SERVICE CREDITS

A.7.1 Credit Eligibility

If the Monthly Uptime Percentage for any calendar month falls below 99.5%, and Customer has submitted a valid Service Credit request in accordance with Section A.8, Customer shall be eligible to receive a Service Credit calculated as follows:

Monthly Uptime Percentage	Service Credit
99.0% to < 99.5%	5% of Monthly Fees for the affected month
95.0% to < 99.0%	7.5% of Monthly Fees for the affected month
Below 95.0%	10% of Monthly Fees for the affected month

"**Monthly Fees**" means one-twelfth (1/12) of the annual Fees paid by Customer under the applicable Order Form for the affected period.

A.7.2 Credit Cap

The aggregate Service Credits issued to Customer in any twelve (12) month period shall not exceed ten percent (10%) of the total annual Fees paid by Customer under the applicable Order Form for that period.

A.7.3 Credit Form

Service Credits shall be applied exclusively as an offset against Customer's next renewal invoice under the applicable Order Form. Service Credits have no cash value and will not be refunded or paid out under any circumstances, including upon termination or expiration of the Agreement. If Customer does not renew the applicable Order Form within twelve (12) months of the date a Service Credit is approved, such Service Credit shall automatically expire and no amount shall be owed by Cyberbit.

A.7.4 Sole Remedy

Service Credits constitute Customer's sole and exclusive remedy, and Cyberbit's sole and exclusive liability, for any failure by Cyberbit to meet the uptime commitment set forth in Section A.3. Nothing in this SLA limits Cyberbit's liability for its obligations under the Agreement that are unrelated to uptime.

A.8. SERVICE CREDIT REQUEST PROCESS

A.8.1 Outage Reporting

To be eligible for a Service Credit, Customer must report each Service Outage by submitting a support ticket through Cyberbit's support portal promptly upon becoming aware of the outage, and in no event later than five (5) calendar days after the occurrence of the outage. Outages not reported within this window are ineligible for Service Credits.

A.8.2 Credit Request Submission

Following the close of the affected calendar month, Customer must submit a written Service Credit request to Cyberbit at legal@cyberbit.com no later than thirty (30) calendar days after the end of the month in which the Service Outage occurred. Credit requests submitted after this deadline will not be honored. Each request must include:

a. The specific dates and times (including time zone) of each claimed Service Outage;
b. The support ticket number(s) submitted for each claimed outage in accordance with Section A.8.1;
c. A description of how the outage impacted Customer's use of the Platform; and
d. The Customer's calculation of the claimed Monthly Uptime Percentage and requested Service Credit amount.

A.8.3 Review and Approval

Cyberbit will review each submitted request in good faith and provide Customer with a written determination within thirty (30) calendar days of receipt. Cyberbit's determination of the Monthly Uptime Percentage, based on its internal monitoring systems and any documentation submitted by Customer, shall be final and binding absent manifest error. Approved Service Credits will be applied as described in Section A.7.3 within thirty (30) days of Cyberbit's written approval.

A.8.4 No Stacking

Service Credits may not be accumulated or applied across multiple Order Forms. Credits apply solely to the Order Form under which the Service Outage occurred.

A.9. CUSTOMER REQUIREMENTS

To qualify for and receive the benefit of this SLA, Customer must:

a. Report Service Outages promptly and in accordance with Section A.8.1;

b. Designate and maintain accurate contact information for support communications in the applicable Order Form;

c. Make a Customer representative reasonably available to assist with incident diagnosis and resolution; and

d. Comply with all requirements of the Agreement, including maintaining current payment of all Fees. Customers with past-due invoices are not eligible to receive Service Credits until all outstanding amounts are paid.

A.10. DISASTER RECOVERY

Recovery Time Objective (RTO): Cyberbit targets restoration of full Platform functionality within four (4) hours following a critical service disruption or outage that impacts Customer access to core features, excluding Scheduled Downtime and Excluded Downtime. This RTO represents a target and not a guarantee; failure to meet the RTO does not independently entitle Customer to a Service Credit beyond what is provided under Section A.7.