Service Level Agreement (SLA) for JLL Asset Beacon

Section	Details
Service Availability	JLL will use commercially reasonable efforts to ensure the platform is operational during **09:00 to 17:00 EST, Monday to Friday**, excluding public holidays, with a 99% uptime commitment measured monthly. **Uptime (%)** = [(Total Time – Downtime) / Total Time] * 100.
Service Credits	For any month where JLL fails to meet the 99% Uptime commitment: <table><tr><td>Monthly Uptime</td><td>Service Credits</td></tr><tr><td>95.00% - 98.99%</td><td>1% of monthly Subscription Fee for each 1% below the System Availability</td></tr><tr><td>Below 95%</td><td>2% of monthly Subscription Fee for each 1% below 95% System Availability.</td></tr></table> Customer shall submit claims within 30 days of SLA breach. Credits apply to subsequent billing cycle and are not redeemable in cash. Maximum credit: 20% of monthly fee. Credits constitute sole remedy for SLA non-compliance. JLL retains final authority on credit issuance.
Scheduled Maintenance	Pre-announced periods when the Service may be unavailable, conducted outside standard hours where possible, with at least 48 hours' notice and not exceeding 24 hours per month.
Support	Available **09:00 to 17:00 EST, Monday to Friday**, excluding public holidays. JLL will respond to Critical issues within 1 business day and Non-Critical issues within 5 business days. Fixes, patches, or workarounds will be provided as appropriate based on issue severity and complexity.
Customer Obligations	Customers must provide timely access to systems, adhere to documentation, avoid unauthorized changes, maintain the required environment, and mitigate external issues.

Modifications	JLL may update this SLA with 30 days' notice.
Term	This SLA shall remain in full force and effect for the duration of a valid subscription agreement between the parties, unless otherwise terminated or modified.

Definitions:

- **Downtime**: Any period during which the platform is non-operational and inaccessible, excluding Scheduled Maintenance, Force Majeure events, alpha/beta releases, customer misuse, environmental issues, unauthorized changes, or third-party integrations.
- **Errors**: Includes **Critical Errors** (system-wide or critical function failures causing significant impact) and **Non-Critical Errors** (issues causing limited functionality loss or requiring routine assistance).
- **EST**: means Eastern Standard Time (Coordinated Universal Time -05:00) is the start time for the applicable Service Availability, Scheduled Maintenance and Support.
- **Month**: means a calendar month.