

**VarshaKrishi Udhog Private Limited**

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**SERVICE LEVEL AGREEMENT**

Cloud Dashboard Availability, Support Response &amp; Data Integrity Standards

Reference: VK-SLA-2026-REV1 | April 2026

This SLA governs the VarshaKrishi Cloud Dashboard SaaS Service only. It does not apply to hardware performance, cellular network availability, or any third-party services. All SLA commitments are conditional on the gateway device maintaining an active internet connection.

## SECTION 1 — PURPOSE & SCOPE

This Service Level Agreement ("SLA") defines the service availability, performance standards, support response times, and measurement methodology for the VarshaKrishi Cloud Dashboard ("Service") as provided to Clients holding an active SaaS license. This SLA is incorporated by reference into the MSA and General Terms and Conditions. In the event of conflict, the MSA's liability and exclusion provisions prevail.

## SECTION 2 — SERVICE AVAILABILITY

### 2.1 Uptime Target

VarshaKrishi shall use commercially reasonable efforts to maintain the Service at an availability of ninety-eight percent (98%) or greater, measured on a monthly basis ("Monthly Uptime Target"). Monthly Uptime is calculated as:  $[(\text{Total minutes in month} - \text{Unexcused Downtime minutes}) / \text{Total minutes in month}] \times 100\%$ .

### 2.2 Scheduled Maintenance

VarshaKrishi may take the Service offline for scheduled maintenance. VarshaKrishi will endeavour to provide seventy-two (72) hours' advance notice of scheduled maintenance via email and/or dashboard notification. Scheduled maintenance that occurs between 01:00 and 05:00 IST shall not count against the Monthly Uptime calculation.

### 2.3 Excluded Downtime

The following events shall not count as Unexcused Downtime for uptime calculation purposes:

- Downtime caused by the Client's gateway device losing internet connectivity or cellular signal
- Downtime caused by deactivation, expiry, or data exhaustion of the Client's cellular SIM card
- Outages of third-party providers including AWS, Google Cloud, Microsoft Azure, Twilio, or any CDN
- Downtime during scheduled or emergency maintenance windows
- Downtime caused by Force Majeure Events as defined in the MSA
- Downtime resulting from the Client's misuse, unauthorized access, or volume exceeding agreed limits

- Downtime caused by DDOS attacks, security incidents, or zero-day vulnerabilities affecting cloud infrastructure

## 2.4 SLA Credits — NOT CASH

Where the Monthly Uptime falls below the Monthly Uptime Target due solely to Unexcused Downtime attributable to VarshaKrishi (after excluding all events in Clause 2.3), the Client may request a Service Credit as follows:

MONTHLY UPTIME ACHIEVED	
95.0% – 97.9%	5% credit on that month's pro-rated SaaS fee
90.0% – 94.9%	10% credit on that month's pro-rated SaaS fee
Below 90.0%	20% credit on that month's pro-rated SaaS fee

Service Credits are the Client's SOLE AND EXCLUSIVE REMEDY for any failure to meet the Monthly Uptime Target. Credits are applied to future invoices and are not redeemable as cash. The total Service Credits in any calendar month shall not exceed one month's pro-rated SaaS fee. Service Credits expire if not claimed within thirty (30) days of the relevant month's end.

## 2.5 Credit Claim Procedure

To claim a Service Credit, the Client must email [contact@varshakrishi.com](mailto:contact@varshakrishi.com) within thirty (30) days of the month-end specifying: (a) the dates and times of the alleged downtime; (b) the impact on data collection; and (c) evidence (e.g., screenshots, system logs). VarshaKrishi will verify the claim against internal monitoring logs within ten (10) business days. VarshaKrishi's monitoring data shall be the definitive record of uptime.

## SECTION 3 — SUPPORT RESPONSE TIMES

PRIORITY	
P1 — Critical	Dashboard completely inaccessible; all data ingestion stopped
P2 — High	Major feature unavailable; significant data gaps (>25% of nodes)
P3 — Medium	Minor feature degraded; cosmetic issues; single-node anomaly
P4 — Low	General enquiries, feature requests, documentation questions

Business hours are 09:00–18:00 IST, Monday–Saturday, excluding Indian public holidays. Response time means acknowledgement of the issue ticket; resolution time means the issue is fixed or a workaround is provided. VarshaKrishi does not guarantee resolution within these times for issues caused by third-party services, Client-side infrastructure, or Force Majeure.

### 3.1 Support Channels

Support requests must be submitted by email to [contact@varshakrishi.com](mailto:contact@varshakrishi.com) with the subject line beginning "[SUPPORT] — [Priority: P1/P2/P3/P4] — [Brief description]". WhatsApp is available for P1 issues only at +91 86688 40167. Verbal-only support requests will not be tracked or counted against SLA targets.

## SECTION 4 — DATA RETENTION & INTEGRITY

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#### 4.1 Data Retention During License Period

VarshaKrishi shall retain all sensor Telemetry Data received from the Client's devices for the full duration of the active SaaS license period. Data is stored with server-side encryption at rest and in transit using industry-standard protocols.

#### 4.2 Data Export

The Client may export its data in CSV or JSON format at any time during the active license period via the standard Dashboard export function. VarshaKrishi shall have no obligation to export data in any other format without a separate written agreement.

#### 4.3 Post-Expiry Retention

Upon expiry or termination of the SaaS license, VarshaKrishi will retain the Client's data for ninety (90) calendar days. The Client may request data export during this window. After ninety (90) days, VarshaKrishi may permanently delete all Client data without further notice. VarshaKrishi shall have no liability for data loss following deletion in accordance with this clause.

#### 4.4 No Backup Guarantee

While VarshaKrishi implements reasonable backup procedures, VarshaKrishi does not guarantee that all data will be recoverable in every circumstance. The Client is responsible for exporting and maintaining its own copies of critical research data. VarshaKrishi's maximum liability for any data loss event, regardless of cause, is limited to the SLA Service Credit mechanism in Section 2.4.

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## SECTION 5 — MEASUREMENT & REPORTING

VarshaKrishi will maintain internal monitoring of Service availability. Upon written request (maximum once per calendar month), VarshaKrishi will provide the Client with a monthly uptime report for the preceding month. The report shall be provided within five (5) business days of request. VarshaKrishi's monitoring systems constitute the sole authoritative record of Service availability for the purposes of this SLA.

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## SECTION 6 — SLA LIMITATIONS

This SLA applies only to the VarshaKrishi Cloud Dashboard and does not extend to: hardware performance or field sensor accuracy; cellular or internet connectivity; WhatsApp or SMS alert delivery; third-party integrations; or any aspect of the Service not explicitly described in this document. The SLA Credits are the Client's exclusive remedy. Nothing in this SLA creates any liability for VarshaKrishi beyond that permitted by the MSA.