

DÉTENTEIQ LLC

SERVICE LEVEL AGREEMENT AND SUPPORT POLICY

Effective date: August 2026

Please accept this document as DétenteIQ's statement of the availability, support, and response commitments that accompany the DétenteIQ service. It is written to be concrete rather than aspirational, because a firm entrusting its mediation preparation to an outside tool is entitled to know exactly what it can expect when something needs attention, and what the limits of that commitment are. The specific terms that govern a given engagement are set out in the firm's Master Services Agreement; this document summarizes them and states how we operate day to day.

Scope

This policy applies to the hosted DétenteIQ application and its supporting services, accessed at app.detenteiq.com or a firm's assigned subdomain. It does not govern the firm's own environment, its identity provider, its chosen AI model provider, or general internet connectivity, each of which is outside our control and addressed under Exclusions below.

Availability

We target monthly availability of **99.5%**, measured as the percentage of the calendar month during which the application responds to a request against its health endpoint, excluding scheduled maintenance and the excluded causes below. Availability is monitored continuously by independent, third-party uptime monitoring rather than by our own report of ourselves; current service status is published at www.detenteiq.com/status, and historical availability is available to a firm on request. A 99.5% target allows for roughly three and a half hours of unplanned unavailability in a thirty-day month; in practice we expect and work toward materially better than that, but we commit to the figure we can stand behind.

Scheduled maintenance is performed in low-usage windows and, where it is expected to interrupt service, is announced at least 48 hours in advance by email. Routine deployments are made without downtime and do not count against availability.

Support channels and hours

A firm may reach support through three channels: the in-application "Support" reporting tool, which attaches the technical context needed to reproduce an issue without transmitting any matter data; email at support@detenteiq.com; and, for urgent matters, telephone at (941) 800-1923. Standard support hours are 8:00 a.m. to 6:00 p.m. Eastern, Monday through Friday, excluding federal holidays. Critical issues, as defined below, are worked outside standard hours on a best-effort basis, including during a live mediation.

Severity levels and response targets

Every reported issue is assigned a severity, and the response target below is the time within which we will acknowledge the issue, confirm the severity, and assign an owner to work it. A response target is a commitment to engage, not a guaranteed time to resolve; resolution time depends on the nature of the problem, but for a Severity 1 issue we work continuously until service is restored or a workaround is in place.

1. **Severity 1 — Critical.** The service is unavailable, a live mediation cannot proceed, or there is a confirmed data-integrity or security concern. Response target: **two hours**, during and outside standard hours.
2. **Severity 2 — High.** A major function is impaired for a firm with no reasonable workaround, but the service is otherwise usable. Response target: **the same business day**.
3. **Severity 3 — Normal.** A function is degraded or behaves incorrectly, but a workaround exists and the impact is limited. Response target: **two business days**.
4. **Severity 4 — Low.** A question, a cosmetic issue, or a feature request. Response target: **five business days**.

Incident communication

For a Severity 1 incident we provide direct updates to affected firms until the incident is resolved, followed by a brief written summary of what happened and what was done to prevent a recurrence. For lesser issues, the reporting firm receives updates through the channel by which the issue was raised.

Backups, recovery, and continuity

Client data is backed up on an automated schedule to encrypted, off-instance storage, and restorations are tested on a recurring basis. Our recovery objectives, disaster-recovery procedure, and the continuity arrangements that apply if the company itself is disrupted are set out in the accompanying Business Continuity and Disaster Recovery Summary, which forms part of these commitments.

Change management

Changes to the production service are made from version control, are covered by an automated regression test suite that runs before release, and can be reverted to the last known-good state within minutes if a change causes a problem. Emergency changes made to resolve a Severity 1 incident may be applied without advance notice; they are logged and reported to affected firms after the fact.

Exclusions

The availability commitment does not apply to unavailability caused by the firm's own environment, network, or devices; by the firm's identity provider or chosen AI model provider; by general internet or DNS failures outside our infrastructure; by the firm's misuse of the service or use in a manner not permitted by the agreement; by scheduled or pre-announced maintenance; or by events beyond our reasonable control, including force majeure. Features identified as beta or preview are provided as-is and are not covered by these targets.

Remedy

If we materially miss the monthly availability target and the firm requests it in writing within thirty days, we will apply a pro-rata service credit against a future invoice for the affected period. Service credits are the agreed remedy for missed availability. Nothing in this section limits a firm's rights under the Master Services Agreement with respect to security, confidentiality, or data handling, which are addressed there.

Review

This policy is reviewed periodically and as the service and its client base grow, including as availability commitments are strengthened by additional infrastructure redundancy. The version in effect for a given firm is the one referenced in that firm's agreement.

Questions about this policy may be directed to hello@detenteiq.com or (941) 800-1923.