



Service Level Agreement (SLA) for CEF Technology Services

CEF Technology Service Level Agreement (SLA)

This Service Level Agreement (SLA) outlines the minimum uptime commitment, remedies, and operational guidelines for services provided by CEF Technology. The core services covered by this agreement are those designated as active service offerings published on the CEF Technology website at <https://cef-technology.com/#business>.

1. Service Availability Commitment & Service Credits

This section applies to all services officially covered by this SLA, as published on the specified URL.

Service Availability Commitment

CEF Technology commits to a minimum Service Availability of 99.9% (the "Service Commitment") for each covered service during any given calendar month.

Calculation of Availability

Maximum Monthly Downtime: 43.2 minutes per 30-day calendar month.

Availability (%) = [(Total Minutes in Month - Downtime Minutes) / Total Minutes in Month] * 100

Service Credits (Remedy)

If the Service Availability for a covered service falls below the 99.9% commitment in a given calendar month, the Client will be eligible for a service credit calculated as follows.

Service Availability (per month)	Service Credit Applied to Monthly Invoice
99.9% or higher	0%
99.0% to 99.89%	5% of the monthly service fee for the affected service
98.0% to 98.99%	15% of the monthly service fee for the affected service
Below 98.0%	50% of the monthly service fee for the affected service

Maximum Penalty Limitation

The total service credits issued in any calendar month shall not exceed 50% of the total invoice amount for the specific service that failed to meet the Service Commitment. Credits are calculated proportional to the percentage of time of outage in the month.



2. Data Privacy and Security

Data Ownership: The Client retains all right, title, and interest in and to its data, content, and information transmitted, stored, or processed on CEF Technology's platforms. CEF Technology acts strictly as a Data Processor on behalf of the Client.

Confidentiality: CEF Technology shall implement appropriate technical and organizational security measures to protect Client data against unauthorized access, disclosure, alteration, or destruction.

Data Location: CEF Technology will comply with all reasonable instructions from the Client regarding the geographical location (jurisdiction) of dedicated cloud server processing and storage where technically feasible and agreed upon.

Security Incident Management: In the event of a material breach of security impacting Client data, CEF Technology will notify the Client without undue delay and cooperate with the Client's investigation efforts.

3. Service Scope and Exclusions

Area	Description
Covered Services	All active services available on cef-technology.com
Measurement	Availability is measured by CEF Technology's monitoring tools from multiple global points of presence (PoPs) to the core service infrastructure.
Exclusions	Downtime excludes: Scheduled Maintenance (pre-notified); acts of war/God (Force Majeure); Client network/equipment issues; issues arising from Client-initiated configuration changes; and failures of third-party infrastructure components necessary for service delivery, provided that the third-party provider publicly announces the failure or outage. Such components include: third-party data centers hosting CEF platforms, global DNS services, external Firewalls, and non-CEF Content Delivery Networks.

4. Brand Protection and Intellectual Property (IP)

Service IP: The Client acknowledges that the core technology, software, and underlying code constituting the CEF Technology Services remain the sole property of CEF Technology and its licensors.

Client Content & Brand: The Client retains all ownership of the content, materials, trademarks, and logos delivered or processed using the Services. CEF Technology may use the Client's brand elements solely for the purpose of providing the contracted Services.

Mutual Respect: Neither party shall use the other party's trademarks, trade names, or branding in promotional materials or publications without prior written consent.



5. Right Use of the Service (Acceptable Use Policy)

Prohibited Activities: The Client shall not use the Services to transmit, store, or process any content that is illegal, defamatory, or infringes upon the intellectual property rights of any third party; contains malicious code; or excessively consumes bandwidth or resources beyond the contracted limits.

Account Responsibility: The Client is responsible for all activities occurring under its accounts and credentials and must ensure the security of its access to the platform.

Suspension Right: CEF Technology reserves the right to suspend or restrict access to the Services, with notice where feasible, if the Client's use constitutes a security risk to the platform, is potentially harmful to other clients, or violates the AUP.

6. Support and Maintenance

Issue Reporting: Clients must report issues via the designated ticketing system (email to support@cef-technology.com)

Response Time Objectives: Defined timeframes for initial response based on the severity level of the reported issue.

Maintenance: Scheduled maintenance is typically performed during low-traffic periods and requires pre-notification (e.g., 48 hours in advance).

Support Tiers:

Level of Issue	Definition	Maximum Response Time	Availability
P1 - Critical	Service Down: Core service is entirely unavailable (e.g., all streams down, CDN is offline). Business operations are severely impacted or stopped.	15 Minutes	24 hours a day, 7 days a week, 365 days a year.
P2 - High	Major Impairment: Key feature or function is significantly degraded (e.g., high stream latency, major processing errors). Service is partially usable, but business is heavily impacted.	1 Hour	24 hours a day, 7 days a week, 365 days a year.
P3 - Medium	Minor Impairment: Non-critical features are unavailable or performing sub-optimally. No major business interruption.	4 Business Hours	Business Hours (9:00 AM – 6:00 PM EST, Monday–Friday)
P4 - Low	General Inquiry: Feature request, documentation clarification, or minor cosmetic issue.	1 Business Day	Business Hours (e.g., 9:00 AM – 6:00 PM Monday–Friday)



7. Credit Claim Process

To receive a service credit, the Client must submit a claim request in writing within fifteen (15) calendar days of the end of the month in which the Downtime occurred. The request must provide relevant details, including the service affected, dates, times of outage, and supporting logs to confirm the reported incident. Service credits will be applied to the Client's next billing cycle.

8. Other Standard Service Conditions (PaaS Focus)

Term and Termination: The SLA is effective concurrently with the underlying service agreement. Either party may terminate the agreement upon written notice if the other party materially breaches any term and fails to cure the breach within a reasonable cure period.

Modifications: CEF Technology may introduce reasonable modifications or upgrades to the Services to ensure continued operation, security, or stability. Timely notice will be provided to the Client of any planned changes that may significantly affect the Client's use of the Services.

Governing Law: The interpretation and enforcement of this agreement shall be governed by the laws of the State of Florida, USA.

Limitation of Liability: Each party's overall liability under the service agreement, including this SLA, shall be limited to the total fees paid by the Client to CEF Technology in the twelve (12) months immediately preceding the event giving rise to the claim, excluding liability arising from a breach of confidentiality or intellectual property infringement.

Download an updated version of this document here:

<https://cef-technology.com/cef-sla.pdf>

Certified by:

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