

SERVICE LEVEL AGREEMENT (SLA) ADDENDUM

Status: Standalone Module

Incorporation: Incorporated by reference into Section 7 of the Brihos Master Terms of Use.

Applicability: Applies strictly to enterprise hotel chains, multi-property management groups, and licensed Accommodation Providers utilizing the cloud-enabled Enterprise Software Suite.

1. SCOPE OF SERVICES

This SLA covers the core cloud-hosted infrastructure modules of the Brihos Enterprise Software Suite:

- Hotel Property Management System (Hotel PMS).
- Banquet Property Management System (Banquet PMS).
- Customer Relationship Management Engine (CRM Engine).
- Direct Booking Engine and connected API integration networks.

2. SUPPORT HOURS

- **Standard Support:** Monday to Saturday, 9:00 AM to 6:00 PM IST (covering configuration support, user management, and general software queries).
- **Emergency Support:** Brihos will use reasonable efforts to provide 24/7 support coverage for Critical (P1) incidents affecting core platform availability.

3. PRIORITY MATRIX

P1 - Critical: This priority is assigned in the event of a complete platform outage where the core Property Management System (PMS) is entirely inaccessible across multiple properties, or the direct booking engine is completely down.

P2 - High: This level applies when a core functional block has failed with no immediate workaround available, such as an outage of the digital dynamic invoicing engine or a breakdown in the live channel manager synchronization.

P3 - Medium: This classification covers non-blocking functional bugs or performance issues that do not halt operations, including single-property dashboard processing lag or unvalidated anomalies occurring within automated AI features.

P4 - Low: This priority is designated for minor cosmetic user interface (UI) flaws, technical documentation or schema queries, and non-binding, routine product feature requests.

4. TARGET RESPONSE & RESOLUTION TIMES

The target times defined below represent internal engineering goals. Restoration timelines are subject to architectural dependencies and do not constitute absolute financial guarantees.

P1 - Critical: The technical support team targets an initial response within 30 to 60 minutes of incident logging. Engineering resources will be deployed for continuous, uninterrupted work until platform stabilization is completely achieved.

P2 - High: For high-priority failures, Brihos targets an initial response within 2 business hours. The engineering team aims to provide a structural mitigation or an alternative technical workaround within 1 business day.

P3 - Medium: For medium-priority issues, Brihos targets an initial response of 4 business hours. The target resolution timeline is to have a structural resolution patch tested and deployed within 2 business days.

P4 - Low: For low-priority items, Brihos targets an initial response of 1 business day. Structural fixes or updates are categorized as routine and will be integrated into future scheduled maintenance updates.

5. SCHEDULED MAINTENANCE

- **Maintenance Windows:** Routine patches, migrations, and system upgrades are conducted during low-traffic windows (strictly between 2:00 AM and 5:00 AM IST).
- **Advance Notice:** Brihos will issue a reasonable advance notification to the property master dashboard at least forty-eight (48) hours prior to any planned service interruption.
- **Emergency Maintenance:** If a critical zero-day exploit or cloud infrastructure vulnerability arises, Brihos may perform urgent patching without prior notice to protect platform stabilization.

6. PLATFORM AVAILABILITY TARGET

- **Uptime Target:** Brihos targets a **99.5% Core System Availability** metric calculated on a rolling calendar month.
- **Availability Calculation:**
$$\text{Availability (\%)} = \frac{\text{Total Minutes in Month} - \text{Unexcused Downtime Minutes}}{\text{Total Minutes in Month}} \times 100$$

Scheduled maintenance windows and SLA Exclusions shall not be included in availability calculations.

7. BACKUP POLICY & DISASTER RECOVERY

- **Backup Frequency:** Automated incremental backups are executed every twenty-four (24) hours, with full encrypted system snapshots stored across isolated cloud shards.
- **Recovery Objectives:** Brihos targets a Recovery Point Objective (RPO) of 24 hours and a Recovery Time Objective (RTO) of 12 hours for bare-metal restoration of master databases. These recovery objectives represent operational targets and do not constitute guaranteed restoration commitments.
- **Local Archiving Mandate:** The platform does not serve as a permanent statutory ledger. The Accommodation Provider must maintain local digital archives of daily night audits, tax invoices, and historical guest records.

8. SECURITY STANDARDS

- **Data Encryption:** Brihos implements industry-standard encryption and security controls for data at rest and in transit, including, where applicable,

AES-256 encryption for stored data and TLS-based encryption for data transmissions.

- **Access Controls:** Strict multi-factor authentication (MFA) and hierarchical employee token segregation prevent unauthorized cross-property data intermingling.
- **Breach Notification:** In strict compliance with India's DPDP Act, 2023, confirmed security exploits will be communicated to the impacted corporate stakeholders without undue delay.

9. CUSTOMER RESPONSIBILITIES

The fulfillment of this SLA is contingent upon the Accommodation Provider satisfying the following baseline operational duties:

- **Connectivity Baseline:** Maintaining stable primary and backup local internet lines; Brihos is not responsible for property-side ISP dropouts.
- **Credential Hygiene:** Executing regular audits of employee sub-accounts and access tokens to eliminate internal token abuse or data leakage.
- **Configuration Responsibility:** Manually validating room mappings, tax plans, and automated dynamic AI pricing recommendations before pushed to live booking channels.
- **Regulatory Compliance:** Verifying customer identification documents, filing mandatory police verifications, and complying with regional GST/e-invoicing rules.

10. SLA EXCLUSIONS

Downtime tracking back to the following conditions is strictly excluded from availability target calculations:

- Force majeure events (including regional cyberwarfare, government internet blockades, or extreme natural disasters).
- Disruption, server downtime, mapping distortions, or rate code failures caused by independent third-party distribution channels (such as HotelBeds, RezLive, or GRN).
- Banking errors, direct peer-to-peer UPI string routing failures, payment gateway settlement lags, or chargebacks.
- Customer-side configuration entry errors, unvalidated AI templates, or unauthorized staff modifications.
- Downtime caused by customer-side hardware, local network failures, unsupported configurations or third-party software modifications.

Nothing in this SLA shall be interpreted as creating any entitlement to service credits, refunds or financial compensation unless expressly agreed in writing by Brihos.

In the event of any inconsistency between this SLA Addendum and the Brihos Master Terms of Use, the Brihos Master Terms of Use shall prevail except to the extent this Addendum specifically governs service availability, support services, response targets, maintenance windows, disaster recovery commitments or related operational support matters.

The Privacy Policy shall prevail with respect to the collection, processing, storage, disclosure and protection of personal data.