



DoTRYT LLC — Service Level Disclaimer / SLA Statement

Effective Date: February 28, 2025

Last Updated: February 28, 2025

DoTRYT LLC (“**DoTRYT**,” “**we**,” “**us**,” or “**our**”) provides its cloud-based platform, applications, and related services (the “**Platform**”) on a subscription basis. This Service Level Disclaimer / SLA Statement (“**SLA**”) sets out our approach to service availability and performance.

1. Service Commitment (Non-Binding)

- DoTRYT aims to maintain **99% uptime** for the Platform on a best-efforts basis.
 - “Uptime” means that the Platform is generally available for access and use, excluding planned downtime and circumstances outside our control.
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2. Planned Maintenance

- We may perform scheduled maintenance, upgrades, or updates from time to time.
 - We will use reasonable efforts to perform maintenance during off-peak hours, but **maintenance windows may result in temporary service interruptions.**
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3. Unforeseen Issues

- The Platform may experience downtime, latency, interruptions, or errors due to factors outside of DoTRYT’s control, including but not limited to:
 - Internet or hosting provider outages,
 - Force majeure events (e.g., natural disasters, power failures, cyberattacks),
 - Acts of government or third parties.



- DoTRYT will use reasonable efforts to restore service as quickly as possible, but **we make no guarantees of uninterrupted service or specific response times.**
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4. No Warranties; No Remedies

- This SLA is **not a guarantee** of service availability.
 - DoTRYT does **not provide service credits, refunds, or financial remedies** for downtime, interruptions, or performance issues.
 - The Platform and all related services are provided on an **“as is” and “as available” basis.**
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5. User Responsibility

- Users are responsible for implementing appropriate backup, contingency, and business continuity measures.
 - Users should not rely on the Platform as their sole or exclusive means of meeting government, compliance, or business obligations.
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6. Changes

- DoTRYT may modify, update, or replace this SLA at any time at its sole discretion. Updates will be posted with a revised “Last Updated” date.
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7. Governing Law & Venue

This SLA is governed by the laws of the **State of Florida**, without regard to conflict-of-law principles. Any disputes must be resolved exclusively in the state or federal courts located in Florida.



8. Contact

For questions regarding this SLA, please contact:

DoTRYT LLC

Email: sales@dotryt.com