IDEMCORE SUPPORT AND SERVICE LEVEL TERMS (SLA) — ON-PREM

> **Standard terms — not legal advice; your counsel may review before signing.** Version 1.0 (2026-11-05). Part of the Contract under the Idemcore Master License Agreement (MLA §1.1).

These terms apply between **MATEIAM COMPANY LIMITED** (CÔNG TY TNHH MATEIAM), enterprise code 0319713929, trading as Idemcore ("**Licensor**"), and Customer. Because the Software runs on Customer's infrastructure, this SLA covers **support responsiveness, fixes, updates and License File service**, not the uptime of Customer's systems or of any Network.

1. Support hours and channels

1.1 **Business Hours:** Monday–Friday, 09:00–18:00 Indochina Time (UTC+7), excluding public holidays in Licensor's country of incorporation (Licensor publishes the list each January).
1.2 **Channels:** email to support@idemcore.net; a shared chat channel for pilots and Network License customers. Up to the number of named contacts in the Order Form.
1.3 **Language:** English.

2. Severity levels and targets (measured in Business Hours)

Severity	Definition	First response	Target workaround or fix
S1	Engine will not start on Verified Hardware with a valid License File; or the self-test fails (non-determinism); or a security vulnerability is being exploited	4 business hours	workaround or patched build within 3 business days
S2	Major function degraded (for example one Licensed Model or API failing, severe slowdown), workaround exists	1 business day	next maintenance release
S3	Minor issue, documentation, how-to question	2 business days	as scheduled

2.1 **License File service:** if a valid License File is wrongly refused, or a renewal License File is due and fees are paid, Licensor issues a replacement within 4 business hours of a verified request.
2.2 Customer assigns the initial severity; Licensor may re-classify it in good faith with an explanation.

3. Updates

3.1 During the Subscription Term, maintenance releases and security fixes for the licensed major version are included (MLA §4.7).
3.2 Licensor supports the current and previous minor release. Customer installs security fixes within a reasonable time.
3.3 Licensor gives at least 90 days' notice before ending support for a GPU, driver or GPU runtime version listed as Verified Hardware, unless a security issue requires faster action.

4. Customer responsibilities

Use Verified Hardware and supported drivers; send the diagnostics listed in the onboarding guide (with Customer Data removed, DPA-lite §5); give reasonable cooperation to reproduce the issue.

5. Exclusions

Unverified hardware or drivers; modified Software; use outside the licensed scope; third-party software; Customer network, hardware or power faults; Network-level events (halts, forks, consensus or reward changes).

6. Service credits

6.1 If Licensor misses the S1 first-response target more than twice in a calendar quarter, Customer may claim a credit of 5% of the fees for that quarter (annual fee ÷ 4), up to 10% per quarter, by written request within 30 days after the quarter ends.
6.2 Credits are applied to the next renewal invoice and are not paid in cash, except on non-renewal, when unused credits are refunded.
6.3 Credits are Customer's sole and exclusive remedy for missing SLA targets; this does not limit termination rights for material breach under MLA §11.3. Service credits are a contractual price adjustment, not a contractual penalty under Vietnamese Commercial Law.

7. Changes

Licensor may improve these terms at any time; it will not reduce them during a Subscription Term.