



EBX Service Level Agreement

Last updated: July 12, 2025

This Service Level Agreement (“SLA”) governs the availability of EBX’s infrastructure services and APIs, as defined in the EBX Services Agreement (“Service Agreement”). This SLA applies exclusively to active accounts using **free or paid plans** from EBX.

1. SERVICE COMMITMENT

EBX is committed to making its infrastructure (including API, mobile interface and multi-chain wallet) available with a **Monthly Uptime Percentage** minimum, as defined in the contracted range. If this percentage is not reached in a given monthly cycle, the user may request a **Service Credit**.

2. DEFINITIONS

- **Monthly Uptime Percentage:** Percentage of time in the month that core services (API and critical wallet functions) were available, discounting periods of *unplanned downtime* that are under the responsibility of EBX.

- **Unavailability:** Occurrence in which EBX servers do not respond to valid calls within the defined limits per second, minute or hour.
 - **Service Credit:** Credit in reais (BRL) to be deducted from future charges, proportional to the interruption and the contracted plan.
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3. CRITERIA FOR RECEIVING CREDIT

To request a service credit, the user must:

- Open a request in the EBX support channel with the title “SLA Credit Request” within a maximum period of **10 days** after the affected cycle closes.
- Include: dates and times of incidents, account ID, and request logs that prove the failure (removing sensitive data).

If non-compliance with the SLA is confirmed, EBX will issue the credit in the following cycle.

Observations:

- The minimum amount for issuing credit is R\$5.00.
 - Credits are non-refundable and non-transferable.
 - The credit will be applied to future charges for the same service.
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4. EXCLUSIONS

A SLA **does not apply** to unavailability caused by:

1. Errors or failures in third-party software, external blockchains, or decentralized protocols outside of EBX's control.
2. Scripts, monitoring, load testing, or any action performed by the client that affects performance.
3. Lack of user cooperation in incidents requiring mutual validation.

4. Scheduled and notified maintenance in advance, or requests made by the customer that involve temporary suspension of service.
 5. Interruptions resulting from platform security risks (e.g., attacks, viruses, vulnerabilities).
 6. Connectivity issues outside of EBX infrastructure (internet providers, energy, etc.).
 7. Acts of God or force majeure (wars, natural disasters, court decisions, etc.).
 8. Contractual breaches by the customer that result in suspension or limitation of access.
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5. FINAL PROVISIONS

- This SLA is an integral part of the EBX Services Agreement.
- EBX may update this SLA upon prior notice, respecting the terms of the current contract.
- The Uptime Percentage will be calculated proportionally in months with partial billing.
- This SLA does not apply to users using the free version of EBX services.