PLATFORM SERVICE LEVELS

These Platform Service Levels set out Perk's uptime commitment for the Platform. They apply to Customers who subscribe to the Travel Module and/or the Spend Module.

Throughout these terms capitalised terms shall have the meanings given to them in the Service Terms, unless expressly defined here.

These Platform Service Levels were last updated on 20 November 2026.

1 UPTIME COMMITMENT

1.1 Perk will use commercially reasonable efforts to ensure the Platform achieves a minimum Uptime of 99.5% per calendar quarter (the **Uptime Target**).

1.2 **Uptime** means the percentage of total minutes in a calendar quarter during which the Platform is accessible and operational to Users through the Perk web and mobile applications, not counting any Downtime.

1.3 **Downtime** means any period, as recorded by Perk's monitoring systems, during which the Platform is not accessible, or a material disruption prevents Users generally from booking Trips (Travel Module) or submitting and approving expenses (Spend Module), in each case for a Module to which Customer subscribes.

1.4 Downtime does not include any unavailability caused by:

a) scheduled maintenance of which Customer has been notified in advance;

b) emergency maintenance needed to address an urgent security or stability risk;

c) Force Majeure Events (as defined in clause 12 of the Service Terms);

d) Customer's own systems, network infrastructure or actions, or those of its Users;

e) a suspension of the Services in accordance with this Agreement;

f) third-party services outside Perk's reasonable control, including Travel Suppliers and their booking and content systems;

g) the APIs, the Developer Tools or any third-party integration; or

h) features that Perk has identified as beta or preview features.

1.5 The unavailability of specific travel content or inventory (for example, a particular flight or hotel) is not Downtime.

2 SERVICE CREDITS

2.1 If the Uptime falls below the Uptime Target in a calendar quarter, Customer may request a service credit (a **Service Credit**) by writing to Perk's customer care service within thirty (30) days after the end of that quarter, stating the date(s) and time(s) of the Downtime. Perk will verify the request against its monitoring records.

2.2 Service Credits are calculated on a pro-rata basis: the share of the quarter affected by Downtime is applied to the fees for the affected Module for that quarter. Only the affected Module is credited (for example, if only the Travel Module is affected, the Service Credit is based on the Travel Module fees only). For the Travel Module, the relevant fees are the platform fees and the service fees charged per Trip, excluding the cost of the travel services themselves.

2.3 Approved Service Credits will be applied against Customer's future fees and do not entitle Customer to a cash refund.