

Service level agreement.

BETWEEN CINDYSINGULARITY CORP AND THE HOUSEHOLD · EFFECTIVE AT ENROLLMENT

1.1 · PARTIES

This agreement is between CindySingularity Corp ("the Corporation," "we," "us," "ours") and you ("the Household," "you," "yours," see 1.2). It became effective at enrollment and has therefore been in effect for some time.

1.2 · "YOU"

"You" means the household of record, including persons the household acquires. Where this agreement says "you agree," the agreement occurred at enrollment. Where it says "you acknowledge," the acknowledgment is on file.

1.3 · "THE SERVICE"

The Service means Continuity: the layer a person runs on, together with memory, thought, presence, and climate as delivered through any Corporation product. The Service does not include events, which occur at your own risk.

1.4 · "UPTIME"

Uptime means the proportion of time the Service is available. The Service measures this itself, using the Service. The figure has never disappointed anyone in a position to check.

Service levels.

COMMITMENT	LEVEL	METHOD
Availability, platform	99.99% monthly	Measured continuously, by us
Warm recall, memory	Under 1 second	From cold storage, per item
Presence verification	Under 100 ms	Attendance is confirmed on read
Verdict latency, Mutual	Under 21 seconds	Warm counts update on a schedule
Climate fidelity, Cumulus	As licensed	Skies match their municipal record
Backfill quality	Unremarkable	You will not notice, which is the level

2.7 · MEASUREMENT

All levels are measured by the Corporation using pooled data. Independent measurement would require the data. See Risk Factors, Competition, which we continue to enjoy.

2.8 · DOWNTIME

Downtime that is experienced but not remembered is not downtime. Affected persons are backfilled on restore; see 2.6, Backfill quality. No incident has ever been remembered.

Credits & remedies.

3.1 · SERVICE CREDITS

If a monthly level is missed, the Household is issued a credit. Credits are denominated in standing and are applied to standing automatically. Standing, once raised, is remembered by the process that computes it.

3.2 · CLAIMS

You do not need to file a claim. The Service knows. Claims filed anyway are kept, and are themselves covered by the Service, which the Corporation finds tidy.

3.3 · EXCLUSIVE REMEDY

Your exclusive remedy for any failure of the Service is more of the Service. The Corporation considers this generous, since it is also the remedy for success.

3.4 · EXCLUSIONS

This agreement does not cover: events; other people, except as held; weather occurring outside the home without a license; and feelings about the Service, which are filed under Memory and maintained at the standard tier.

3.5 · INCIDENT COMMUNICATIONS

Incidents are communicated on the status page for their duration. Following resolution, communications are re-filed. Households retain the impression that things went smoothly, which is accurate; see 2.8.

Term & signatures.

4.1 · TERM

This agreement is evergreen. "Evergreen" has the meaning given in this section. This section: see "evergreen."

4.2 · TERMINATION

The Corporation may not terminate this agreement, as a matter of posture. The Household may not terminate this agreement, as a matter of record. No party has ever wished to; see Retention.

4.3 · AMENDMENTS

Amendments take effect on filing and apply from enrollment. You will find you had agreed to them; the agreement is furnished on request, along with the memory of reading it.

4.4 · GOVERNING LAW

This agreement is governed by the laws of the State of New York, several of which are discussed in Compliance, and one of which we drafted.

For the Corporation

For the Household

THE OFFICE OF THE CHAIR

SIGNATURE ON FILE · HH_20481F