Service Level Agreement Halocline

Version ID: sla/2026-11/en

Version 2026-11, valid from November 18, 2026
Annex to: Halocline Desktop License Terms and Halocline Web & XR Terms of Use

Relationship to the Terms

This SLA specifies availability and support under the Halocline Desktop License Terms and the Halocline Web & XR Terms of Use (together the "Terms"). In all other respects, the Terms apply. Terms defined in the Terms (in particular Customer, User, Admin, contract type, Data-Sync, Beta features) have the same meaning here.

This English version is provided for information purposes only. In case of any discrepancy between the German and English versions, the German version shall prevail.

1. Scope

1.1 Availability (Section 2)

The availability commitment applies to paid contracts for

- Halocline Web & XR (the Service) and
- Data-Sync as an add-on to Halocline Desktop.

1.2 Support (Section 3)

The support provisions apply to all paid contracts, i.e. to Halocline Desktop (with or without Data-Sync) and to Halocline Web & XR.

1.3 Not covered

- Free contracts and educational licenses; for these, only C.2 or C.3 of the respective Terms applies
- Trial periods under C.4 of the Terms
- Beta features within the meaning of Part D of the Terms
- The locally installed Halocline Desktop software as far as availability is concerned; support under Section 3 remains unaffected
- The Customer's internet connection, end devices and IT infrastructure

2. Availability

2.1 Availability Commitment

Halocline commits to an availability of Halocline Web & XR and of Data-Sync of **99.0 %** per measurement period. The measurement period is the calendar year; if the contract begins or ends during a year, the respective part of the calendar year.

Calculation formula:

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Availability (%) = ((Total minutes − Unplanned downtime minutes) / Total minutes) × 100
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99.0 % per calendar year corresponds to a maximum unplanned downtime of approximately 87 hours per year.

Falling short of the availability commitment in the measurement period constitutes a defect. The legal consequences are governed by the Terms and by statute; service credits or lump-sum credits are not granted.

2.2 Scheduled Maintenance Windows

Scheduled maintenance is excluded from the availability calculation if it is announced at least 48 hours in advance by email to the Customer's Admins and by notice within the Service and does not exceed 4 hours per calendar month. Halocline schedules maintenance on Sundays between 02:00 and 06:00 German time (CET/CEST) where possible.

Emergency patches (e.g., critical security updates) may be deployed without prior notice. In such cases, Halocline shall inform the Customer's Admins retroactively within 24 hours.

3. Support

3.1 Service Hours

Support is provided exclusively during business hours:

Monday to Friday, 09:00–17:00 German time (CET/CEST)

Excluding: public holidays in Lower Saxony (Germany) as well as 24 and 31 December.

Support requests are submitted via https://helpdesk.halocline.io.

3.2 Severity Levels and Response Times

Severity	Response Time	Definition	Examples Halocline Web & XR	Examples Halocline Desktop
P1 – Critical	4 hours (within Service Hours)	Product entirely unusable; no workaround available.	Login not possible, complete outage of the Service	Software cannot be activated or started
P2 – High	1 business day	Core function significantly impaired; workaround complex or unavailable.	Core function (e.g. save, load, XR session) unusable	Data-Sync not working, license validation failing
P3 – Medium/Low	3 business days	Individual function impaired; workaround available.	UI errors, performance degradation, general usage questions	UI errors, performance degradation, general usage questions

Response Time refers to the period until the first qualified response by Halocline – **not a promise to resolve the issue**.

3.3 Customer Obligations

The Customer's Admins are the contacts for support escalations. For P1 incidents, an Admin is expected to be reachable within 2 hours in order to support Halocline in the analysis of the incident.

The stated Response Times apply from receipt of a complete and comprehensible problem description. Halocline reserves the right to extend the Response Time if a request does not contain sufficient information for reproduction or analysis. In such cases, the Response Time shall apply from receipt of the completed information.

A complete support request includes at least:

- Description of the issue, including expected and actual behavior
- Product, software version and contract type
- Operating system or browser and, where applicable, hardware used (GPU, VR/XR headset)
- Screenshots or error messages, where available
- Time of first occurrence and reproducibility

For tickets requiring the analysis of a Customer-side project file or of Customer Content, no statement can be made regarding resolution time. The Customer is asked to actively cooperate in the troubleshooting process. Files attached to a support request are subject to the Data Processing Agreement.

3.4 Distinction: Support vs. Feature Requests

The support channel https://helpdesk.halocline.io is intended exclusively for technical issues related to the use of Halocline.

Requests for new features, product improvements or general change requests do not constitute support requests within the meaning of this SLA. They are forwarded to the Halocline product team; the support ticket will be closed in such cases. A response from the product team is provided in accordance with internal prioritization and not within the SLA Response Times.

4. Exclusions

The availability commitment and the Response Times do not apply to outages or impairments caused by:

- Outages of an entire data center region of a hosting provider of Halocline (in particular Microsoft Azure, Hetzner Online GmbH) that the provider publicly confirms and that Halocline could not prevent despite reasonable precautions
- Disruptions of third-party device platforms (e.g. Meta)
- Scheduled maintenance windows pursuant to Section 2.2
- Acts or omissions of the Customer or its Users, including misuse, unauthorized configuration changes or violations of the Terms
- DDoS attacks or other malicious attacks, to the extent they exceed the protective measures of Halocline and its hosting providers
- Force majeure pursuant to C.1.5 paragraph 6 of the respective Terms (strike, pandemics, official orders, failure of third-party telecommunications networks)
- The Customer's internet connection, end devices or IT infrastructure

5. Measurement and Reporting

5.1 Measurement Method

Availability is measured via Halocline's independent external health-check monitoring, which probes service endpoints for reachability at regular intervals. This system operates independently of the hosting providers' monitoring and provides a neutral measurement basis.

5.2 Reporting

Availability data is provided upon request. Proactive monthly reporting is not standard but may be added under an individual agreement.

6. Entry into Force and Amendments

This SLA applies from the start of a paid contract in the version in force at the time of contract conclusion. Halocline keeps this version available for retrieval; a versioned PDF copy is available upon request.

Amendments to this SLA are governed by E.7 of the Terms, including the notice period set out there. Halocline publishes the current version at https://halocline.io/en/sla.