

Service Level Agreement (SLA)

Tokencod Model Aggregation, Access Scheduling and Link Channel Solution

This Service Level Agreement ("SLA") sets forth the service availability level indicators and the compensation plan for the model aggregation, access scheduling and link channel solution (hereinafter the "Tokencod Solution") that Tokencod provides to its customers. For mission-critical workloads that require a strict Service Level Agreement (SLA) and cannot tolerate performance changes or throttling, we recommend that you use the Pre-committed Usage service model. The Pre-committed Usage service model provides dedicated and guaranteed capacity, thereby improving performance and reliability.

1. Definitions

1) Service Cycle

A service cycle is one natural month. If a service cycle is less than one full natural month, it is calculated pro rata based on the actual number of days used.

2) Total Time of the Service Cycle

Refers to the total days in each service cycle multiplied by 24 (hours) and then by 60 (minutes).

3) Fault Object

A single model is considered a single "fault object". For example, deepseek-v4-flash and deepseek-v4-pro are considered two independent "fault objects".

4) Service Unavailability

A state of unavailability that persists for five (5) minutes or longer, where requests return an HTTP status code of 5xx with an error code of "Internal Error", or where normal client requests fail to reach the Tokencod server due to a fault on the Tokencod server side, is considered "service unavailability". However, the following types of requests are excluded:

- (1) Erroneous requests or service unavailability caused by reasonable upgrades, changes, or downtime initiated by the Tokencod service;
- (2) Requests that do not comply with the Tokencod product documentation and the corresponding calling parameters and protocol requirements of the original model;
- (3) Requests that are restricted by the Tokencod service because the customer's application is subjected to a hacker attack;
- (4) Errors caused by content violations or by other reasons that result in the domain name being blocked;
- (5) Partial-minute or intermittent service unavailability of less than five minutes is not counted toward any service unavailability time.

5) Valid Request

Requests received by the Tokencod server are considered valid requests, but the following types of requests are excluded:

- (1) Requests from services that have not been activated/authorized, requests that fail authentication, requests from overdue accounts, and requests with incorrect API keys.
- (2) Requests initiated because your application is subjected to a hacker attack.

6) Monthly Service Fee

The fees incurred by an account that experiences service unavailability, arising from the purchase of Tokencod Solution-related services within a single service cycle.

2. Service Availability

1) Service Availability Calculation Formula

Service Availability = (Total minutes of the service cycle - Minutes of service unavailability) / Total minutes of the service cycle x 100%

2) Service Availability Commitment

The service availability of the Tokencod Solution shall be no less than 99.00%.

3. Exclusions from Liability

Unavailability caused by the following circumstances shall not be counted toward the service unavailability time:

- 1) Caused by force majeure;
- 2) The customer's service is suspended or terminated in accordance with laws and regulations, at the request of the regulatory authority, or pursuant to the agreement and the policies referenced therein;
- 3) Caused by the customer or a third party;
- 4) Caused by routine maintenance of the system or service;
- 5) Caused by the customer's failure to use the service in accordance with the service usage documentation or operating instructions;
- 6) Service unavailability caused by the network operator;
- 7) Caused by the customer's application being subjected to a hacker attack.

Other Notes

Tokencod has the right to amend this SLA. If this SLA is amended in any way, Tokencod will notify you thirty (30) days in advance by posting on its website or by email. If you do not agree with the amendments Tokencod makes to this SLA, you should stop using the Tokencod Solution. If you continue to use the Tokencod Solution, you will be deemed to have accepted the amended SLA.

This version of the agreement takes effect on May 1, 2026.