

Service Level Agreement

Version Effective Date: July 13, 2026

Thank you for using the Beosin KYT System (the “System”). Beosin is committed to providing you with efficient and reliable services. This Service Level Agreement (“SLA”) stipulates the service period, service possibility level indicators and compensation plan of the System provided by Beosin to its clients. Please read and fully understand the terms and conditions of this SLA to ensure that you fully understand the scope of the System's guarantee of Service Availability.

1. DEFINE

- 1.1. Service Cycle: A Service Cycle is a natural month.
- 1.2. Total Minutes of Service Cycle: The total minutes of a Service Cycle is calculated based on the number of days in a natural month, i.e. total days * 24 hours * 60 minutes.
- 1.3. System Unavailability: When the System Web and/or API is unable to respond to any user's access request and this state lasts for at least one minute, the System is considered unavailable for that period of time.
- 1.4. System Unavailable Minutes: The sum of the number of minutes that the System is unavailable during a service period.
- 1.5. Monthly Service Fee: the total service fee paid by the Client for the Web and/or API services of the System in a Service Cycle (i.e., a natural month). If the Client pays for more than one month at a time, the Monthly Service Fee will be apportioned according to the number of months purchased.

2. SERVICE AVAILABILITY

2.1. Service Availability Calculation Method:

$$\text{Service Availability} = (\text{Total Minutes of Service Cycle} - \text{System Unavailable Minutes}) / \text{Total Minutes of Service Cycle} * 100\%$$

2.2. Service Availability Commitment:

Beosin commits to no less than 99.5% Service Availability for a Service Cycle.

2.3. Service Guarantee

- A. Service Availability Monitoring and Reporting: Beosin will provide regular service availability reports to detail the service status of this System to ensure transparency and traceability;
- B. Monitoring and Response: this System implements 24*7 monitoring and will immediately initiate an emergency response process once any performance degradation or service disruption is detected.
- C. Maintenance and Upgrade: All planned maintenance and upgrade activities will be notified in advance, scheduled during low peak business hours whenever possible, and minimize service disruption.
- D. Technical Support and Assistance: Professional Client service and technical team support is provided to respond quickly to Client issues and ensure service continuity and stability.

2.4. In the event that the System fails to meet the above Service Availability Commitment, the Client may be entitled to compensation in accordance with Clause 3 of this SLA. The scope of compensation does not include the unavailability of services due to the following reasons:

- A. Any network, equipment failure or configuration adjustment caused by equipment other than

those belonging to this System;

- B. Caused by hacker attacks on the Client's hardware equipment and applications;
- C. Loss or leakage of data, passwords, codes, etc. caused by improper maintenance or confidentiality by the Client;
- D. Caused by the Client's negligence or operation authorized by the Client;
- E. Errors in the System caused by the software installed by the Client or other third-party software or configurations that are not directly operated by the System;
- F. Short-term service interruptions caused by the System's maintenance and upgrading of the normal system;
- G. Force majeure: events beyond reasonable control, such as natural disasters, governmental actions.

3. PROGRAMS OF COMPENSATION

- 3.1. If the Service Availability is less than 99.5%, the Client may be compensated in accordance with the criteria in the following table, and the compensation is limited to the purchase of vouchers for the number of Web clicks or API calls of this System, and the total amount of compensation does not exceed 20% of the Monthly Service Fee paid by the Client for the services of this System in the month in which the commitment of the Service Availability has not been met (excluding the cost offset by the vouchers).

Service Availability	Amount of Compensation Vouchers
$99\% \leq \text{Service Availability} < 99.5\%$	Monthly Service Fee * 5%
$90\% \leq \text{Service Availability} < 99\%$	Monthly Service Fee * 10%
$\text{Service Availability} < 90\%$	Monthly Service Fee * 20%

- 3.2. The Client may submit a request for compensation for failure to meet the Service Availability Commitment for the previous month after the fifth (5th) business day of each month. Requests for compensation must be limited to two (2) months after the end of the relevant month in which the System did not meet the Service Availability Commitment, and requests for compensation beyond the time limit for filing will not be accepted.

4. SERVICE IMPROVEMENT AND FEEDBACK

- 4.1. Continuous Optimization: Beosin is constantly investing resources to optimize the System architecture of this System to improve the quality and availability of services.
- 4.2. User Feedback: Your opinion is crucial, and you are welcome to provide feedback via the official contact form to help Beosin continuously improve.

5. OTHERS

- 5.1. This SLA is effective as of July 13, 2026, and Beosin reserves the right to make changes to this SLA. If there are any modifications to the terms of this SLA, the System will notify you 30 days in advance by means of a public notice on the Website. If you do not agree with the modifications made by Beosin to the SLA, you have the right to stop using the System, and if you continue to use the System, you are deemed to have accepted the modified SLA.