



ANARI Energy Service Level Agreement

ANARI Energy

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ANARI Energy Service Level Agreement (SLA)

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Article 1: Definitions and Interpretation

1.1 In this Agreement, unless the context otherwise requires:

"ANARI" means ANARI Energy, [SHENZHEN ANARI ENERGY CO. LTD].

"Customer" means the entity that has purchased ANARI EV Charging Products and entered into this SLA.

"Products" means the EV charging stations covered by this SLA, as listed in Schedule A.

"Service Tier" means the level of service selected by the Customer: Gold, Silver, or Bronze.

"Standard Service Hours" means Beijing Time (China Standard Time, UTC+8) 9:00-18:00, Monday through Friday, excluding PRC public holidays. All response time commitments during Standard Service Hours are measured against this time zone.

"After Hours" means all time outside Standard Service Hours, including nights (18:00-9:00 Beijing Time), weekends (Saturday and Sunday), and PRC public holidays.

"Beijing Time (CST)" means China Standard Time, UTC+8, which is the reference time zone for all SLA measurements in this Agreement.

"Customer Local Time" means the local time zone of the Customer's installation site. ANARI and the Customer shall agree on the Customer Local Time zone in Schedule A for reference purposes.

"P0 - Critical" means a fault where the system is completely unavailable and there is a safety risk, including but not limited to fire, smoke, electric shock hazard, or inability to stop charging.

"P1 - Major" means a fault where core charging functionality is unavailable, including but not limited to inability to start charging, OCPP communication failure, or display failure with multiple chargers offline.

"P2 - Moderate" means a fault where some functionality is impaired but the Product can operate in a degraded mode, including single connector failure with another functional, or intermittent communication issues.

"P3 - Minor" means a fault where functionality is normal but there are alerts or cosmetic issues, including LED anomalies, fan noise, or log warnings.



"P4 - Request" means a non-fault service request, including inquiries, configuration changes, or training requests.

"First Response" means the initial acknowledgement by ANARI's service team to the Customer's service request, including a preliminary assessment of the issue.

"Remote Diagnosis" means the process of diagnosing faults through OCPP protocol logs, remote monitoring data, and Firmware diagnostic tools without on-site presence.

"MTTR" means Mean Time To Repair, measured from ticket creation to ticket closure, calculated within Standard Service Hours unless P0/P1 (Gold) after-hours service applies.

"CSAT" means Customer Satisfaction Score, rated on a 1-5 scale collected after each ticket closure.

"RMA" means Return Merchandise Authorization as defined in the Warranty Agreement.

"OCPP" means Open Charge Point Protocol (version 1.6J or 2.0.1).

"OTA" means Over-The-Air firmware update.

"AFIR" means the EU Alternative Fuels Infrastructure Regulation (EU 2023/1804).

"Business Day" means a day that is both a Standard Service Hours day (Beijing Time Monday-Friday, excluding PRC holidays) and a business day in the Customer's country.

"Work Order" means a service ticket created in ANARI's ticketing system to track a service request.

"Clock Start Rule" means the rule determining when the response time countdown begins, as specified in Article 5.3.

Article 2: Parties and Purpose

2.1 This Agreement is entered into between:

Party A (Service Provider): ANARI Energy

Party B (Customer): [TO BE COMPLETED]

2.2 The purpose of this SLA is to define the service levels, response times, support procedures, and performance metrics for ANARI's after-sales technical support of the Products. ANARI's customer service team is based in China (Beijing Time, UTC+8). This Agreement explicitly accounts for the time zone differences between ANARI's service center and the Customer's installation sites, and sets realistic, measurable response time commitments accordingly.

2.3 This SLA operates in conjunction with the ANARI Limited Warranty Agreement. The Warranty Agreement defines warranty coverage and remedies; this SLA defines the operational service delivery standards and performance commitments.

Article 3: Service Coverage Model and Tiers

3.1 Service Coverage Model. ANARI provides customer service from its service center in China.

The service coverage model is defined as follows:

(a) **Standard Service Hours (Beijing Time 9:00-18:00, Mon-Fri):** Full service team availability for all severity levels (P0-P4), including remote diagnosis, spare parts processing, and Work Order management.

(b) **After Hours (nights, weekends, holidays):** Phone on-call service for P0 (safety-critical) and P1 (Gold SLA only) faults. After-hours service is provided via a phone duty rotation system. Remote diagnosis capabilities may be limited compared to Standard Service Hours.

3.2 Time Zone Reference. The following table shows the overlap between Standard Service Hours (Beijing Time) and typical Customer local time in key markets:

Customer Region	UTC Offset	Beijing 9:00 = Local	Beijing 18:00 = Local	Overlap with Standard Hours
Middle East (Gulf)	UTC+3 to UTC+4	4:00-5:00	13:00-14:00	5 hours (13:00-18:00 local)
Central Europe	UTC+1 to UTC+2	2:00-3:00	11:00-12:00	6-7 hours (11:00-18:00 local)
Western Europe	UTC+0 to UTC+1	1:00-2:00	10:00-11:00	7-8 hours (10:00-18:00 local)
Southeast Asia	UTC+7 to UTC+8	8:00-9:00	17:00-18:00	8-9 hours (full overlap)
South Asia	UTC+5:30	6:30	15:30	8.5 hours (9:00-18:00 local)
South America	UTC-3 to UTC-5	20:00-22:00 (prev day)	5:00-7:00	Minimal overlap (after-hours only)
North America	UTC-5 to UTC-8	17:00-20:00 (prev day)	2:00-5:00	Minimal overlap

3.3 Service Tier Selection. The Customer shall select one of the following Service Tiers. Different Products may be assigned different Service Tiers, as specified in Schedule A.

Attribute	Gold	Silver	Bronze
P0 Coverage	7x24 (phone on-call after hours)	7x24 (phone on-call after hours)	7x24 (phone on-call after hours)
P1 Coverage	7x24 (phone on-call	Standard Hours only	Standard Hours only

	after hours)		
P2-P4 Coverage	Standard Hours only	Standard Hours only	Standard Hours only
Remote Diagnosis (Std Hours)	Included	Included	Included
Remote Diagnosis (After Hours)	P0 and P1 only	P0 only	P0 only
Preventive Maintenance	2 on-site visits/year + quarterly remote health check	Quarterly remote health check	Not included
Spare Parts Shipment SLA	4 hours (Std Hours) / next business day (After Hours)	24 hours (Std Hours) / next business day (After Hours)	48 hours (Std Hours) / next business day (After Hours)
On-Site Service	Included for P0/P1	Billable (except P0 emergencies)	Not included
Service Reports	Monthly + Quarterly Review	Monthly	Quarterly
Training	2 remote + 1 on-site per year	1 remote per year	Not included
AFIR Compliance Monitoring	Included	Included	Not included

3.4 Service Tier Pricing. The annual fee for each Service Tier is as specified in Schedule B. All prices are in [TO BE COMPLETED] and exclude applicable taxes.

3.5 Tier Upgrades. The Customer may upgrade the Service Tier at any time during the term, subject to pro-rated payment of the fee difference. Downgrades are effective only at the next renewal date.

Article 4: Fault Classification and Severity Levels

4.1 Classification Matrix. All service requests shall be classified into one of the following severity levels:

Severity	Definition	Examples	Impact
P0 - Critical	System completely unavailable, safety risk exists	Fire, smoke, electric shock, inability to stop charging	Immediate operational stop, safety priority

P1 - Major	Core functionality unavailable, business impact	Cannot start charging, OCPP disconnected, multi-charger offline	Charging service interrupted, revenue impact
P2 - Moderate	Partial functionality impaired, degraded operation	Single connector fault, metering deviation, LED anomaly	Service continues but degraded
P3 - Minor	Normal function with alerts or cosmetic issues	Corrosion, fan noise, log warnings	No charging impact
P4 - Request	Non-fault service request	Inquiry, configuration change, training	No fault impact

4.2 Classification Authority. The initial severity classification is made by ANARI's Customer Service Manager based on the Customer's description and diagnostic data. The Customer may request reclassification, which shall be reviewed within 1 hour during Standard Service Hours, or at the start of the next Standard Service Hours session if reported during After Hours.

4.3 Safety Override. Any fault involving safety risks (fire, smoke, electrical hazard) shall be classified as P0 regardless of operational impact, and the Product shall be immediately de-energized pending investigation. This override cannot be downgraded without ANARI's Chief Engineer approval.

Article 5: Response Time Matrix

5.1 Clock Start Rule. The response time countdown begins according to the following rules:

Condition	Clock Start
P0 reported during Standard Hours	Immediately upon Work Order creation
P0 reported during After Hours	Immediately upon phone call to duty line
P1 (Gold) reported during Standard Hours	Immediately upon Work Order creation
P1 (Gold) reported during After Hours	Immediately upon phone call to duty line
P1 (Silver/Bronze) during After Hours	Next Standard Service Hours start (9:00 Beijing Time)
P2-P4 during Standard Hours	Immediately upon Work Order creation
P2-P4 during After Hours	Next Standard Service Hours start (9:00 Beijing Time)

5.2 Response Time Commitments. ANARI commits to the following response times, differentiated by Standard Service Hours and After Hours:

Gold SLA Response Times:

Severity	Standard Hours: First Response	After Hours: First Response	Standard Hours: Remote Diagnosis Start	After Hours: Remote Diagnosis Start
P0	15 minutes	30 minutes	30 minutes	2 hours
P1	30 minutes	1 hour	1 hour	4 hours
P2	2 hours	Next business day	4 hours	Next business day
P3	4 hours	Next business day	1 business day	Next business day
P4	1 business day	Next business day	N/A	N/A

Silver SLA Response Times:

Severity	Standard Hours: First Response	After Hours: First Response	Standard Hours: Remote Diagnosis Start	After Hours: Remote Diagnosis Start
P0	30 minutes	1 hour	1 hour	4 hours
P1	1 hour	Next business day	4 hours	Next business day
P2	2 hours	Next business day	4 hours	Next business day
P3	4 hours	Next business day	1 business day	Next business day
P4	1 business day	Next business day	N/A	N/A

Bronze SLA Response Times:

Severity	Standard Hours: First Response	After Hours: First Response	Standard Hours: Remote Diagnosis Start	After Hours: Remote Diagnosis Start
P0	1 hour	2 hours	2 hours	4 hours
P1	2 hours	Next business day	4 hours	Next business day
P2	4 hours	Next business day	1 business day	Next business day
P3	1 business day	Next business day	2 business days	Next business day
P4	2 business days	Next business day	N/A	N/A

5.3 After-Hours P0 Procedure. When a P0 fault is reported during After Hours:

- Customer calls ANARI's 24/7 duty phone line: [TO BE COMPLETED]
- Duty engineer acknowledges and begins remote assessment within the After Hours first response time

(c) If remote resolution is not possible, ANARI initiates emergency escalation

(d) If on-site service is required (Gold SLA), ANARI arranges the earliest available international travel, subject to flight schedules and visa requirements

(e) The Work Order is formally created in the ticketing system at the start of the next Standard Service Hours

5.4 SLA Adherence Targets. ANARI commits to the following SLA adherence rates, calculated monthly:

Metric	Gold Target	Silver Target	Bronze Target
First Response Adherence (Standard Hours)	$\geq 98\%$	$\geq 95\%$	$\geq 90\%$
First Response Adherence (After Hours P0)	$\geq 95\%$	$\geq 90\%$	$\geq 85\%$
Remote Resolution Rate	$\geq 70\%$	$\geq 60\%$	$\geq 50\%$
Spare Parts On-Time Shipment	$\geq 95\%$	$\geq 90\%$	$\geq 85\%$
Customer Satisfaction (CSAT $\geq 4/5$)	$\geq 90\%$	$\geq 85\%$	$\geq 80\%$
System Availability	$\geq 99\%$	$\geq 98\%$	$\geq 97\%$

5.5 AFIR Compliance. For Products installed in the EU market, ANARI's service levels are designed to meet AFIR (EU 2023/1804) requirements:

- High-power charging stations ($\geq 150\text{kW}$): availability $\geq 98\%$
- Fault resolution: within 14 days of fault occurrence (calendar days, not business days)
- Real-time monitoring: included in Gold and Silver tiers
- Status data reporting: available to regulatory authorities upon request

5.6 "Next Business Day" Definition. "Next business day" means the next day that falls within Standard Service Hours (Beijing Time Monday-Friday, excluding PRC holidays). If the next business day in Beijing Time is a holiday in the Customer's country, the Work Order is still processed but the Customer's local response may be delayed.

Article 6: Remote Support

6.1 Remote Diagnosis Capability. ANARI provides remote diagnosis through the following technical means:

(a) **OCPP Protocol Diagnosis:** OCPP message analysis including BootNotification, Heartbeat, StatusNotification, MeterValues, FirmwareStatusNotification, and DiagnosticsStatusNotification messages, as well as error code parsing (OCPP 2.0.1 ErrorType and ANARI custom error codes).

(b) **Hardware Remote Diagnosis:** Main control board status (MCU running state, watchdog, temperature), power supply board status (input/output voltage, ripple), communication board status (4G/WiFi/Ethernet signal strength), and metering module calibration data.

(c) **Firmware Remote Diagnosis:** Firmware version checking and consistency verification, OTA upgrade history and failure analysis, abnormal restart log analysis, and configuration parameter validation.

(d) **Power Module Diagnosis:** PFC status (power factor, harmonics), DC-DC converter status (output voltage/current ripple), SiC MOSFET temperature and drive signal, and rectifier module efficiency and loss.

(e) **Thermal Management Diagnosis:** Liquid cooling system flow/temperature/pressure, fan speed and noise, heat sink temperature distribution, and ambient temperature impact assessment.

6.2 Remote Support Availability. Remote diagnosis is available:

- Gold SLA: Standard Service Hours full support + After Hours for P0/P1 only (phone on-call)
- Silver SLA: Standard Service Hours full support + After Hours for P0 only (phone on-call)
- Bronze SLA: Standard Service Hours full support + After Hours for P0 only (phone on-call, extended response)

6.3 Remote Diagnosis Limitations During After Hours. During After Hours, remote diagnosis may be subject to the following limitations:

- Access to full diagnostic tools may be restricted (VPN/desk access required)
- Complex OCPP log analysis may be deferred to next Standard Service Hours
- Firmware OTA updates are not initiated during After Hours unless P0 safety requires immediate action
- Database queries and historical data access may be limited

6.4 Remote Resolution Cost. Remote diagnosis and remote resolution are provided at no additional charge during the Warranty Period. Out-of-warranty remote diagnosis is billable at USD 150-300 per incident, and successful remote resolution at USD 300-500 per incident.

Article 7: Preventive Maintenance

7.1 Quarterly Remote Health Check (Gold and Silver). ANARI shall conduct quarterly remote health checks during Standard Service Hours, including:

- OCPP communication link stability analysis
- Hardware status review (temperatures, voltages, error counters)
- Firmware version verification and upgrade recommendation
- Charging session log analysis and anomaly detection
- Performance metrics review against specifications
- Health check report delivered to Customer within 5 business days

7.2 Annual On-Site Inspection (Gold Only). ANARI shall conduct 2 on-site preventive maintenance visits per year, including:

- Physical inspection of all components and connections
- Thermal imaging of power modules and connections
- Cleaning of cooling systems (fans, heat sinks, liquid cooling circuits)
- Torque verification of electrical connections
- Functional testing of all safety devices (RCD, emergency stop, ground fault)
- Firmware update and configuration optimization
- Detailed inspection report with recommendations

7.3 Firmware Management. ANARI shall:

- Notify the Customer of new Firmware releases within 1 week of release
- Provide release notes detailing new features, bug fixes, and security patches
- Schedule OTA upgrades during Standard Service Hours at mutually agreed times to minimize service disruption
- Provide rollback capability if upgrade fails (automatic rollback to last stable version)
- Not initiate OTA upgrades during After Hours unless P0 safety requires immediate action
- Maintain Firmware version history for all Products

Article 8: Work Order Management

8.1 Fault Reporting Channels. The Customer shall report faults through the following channels:

- **Portal:** ANARI Customer Service Portal [ticketing@anariev.com]
- **Email:** support@anariev.com (monitored during Standard Service Hours; After Hours emails are processed at next Standard Service Hours start)
- **Phone (Gold SLA - 24/7):** [TO BE COMPLETED] (24/7 for P0/P1)

- **Phone (Silver/Bronze - Std Hours):** [TO BE COMPLETED] (Standard Service Hours, with emergency line for P0)

8.2 After-Hours Reporting. For faults reported via email or portal during After Hours:

- P0 faults reported via email/portal are not considered "received" until the next Standard Service Hours start. Customers must call the 24/7 duty phone for immediate P0 response.
- P1-P4 faults reported via email/portal during After Hours are queued and processed at the start of the next Standard Service Hours.

8.3 Work Order Lifecycle. Each Work Order follows the lifecycle below:

(a) **Creation:** Work Order created in ANARI's ticketing system upon fault report (during Standard Service Hours) or upon phone duty response (P0/P1 After Hours)

(b) **Classification:** Customer Service Manager assigns severity level (P0-P4)

(c) **Assignment:** Work Order assigned to appropriate engineer based on fault category

(d) **First Response:** Engineer acknowledges and provides preliminary assessment

(e) **Diagnosis:** Remote or on-site diagnosis performed

(f) **Resolution:** Fault resolved through remote fix, spare parts replacement, RMA, or on-site repair

(g) **Verification:** Resolution verified with Customer confirmation

(h) **Closure:** Work Order closed with resolution summary and CSAT collection

8.4 Escalation Mechanism. The following escalation triggers and paths apply:

Trigger	Escalation Path
P0/P1 exceeds First Response SLA (Std Hours)	CSM -> After-Sales Manager -> CTO
P0 exceeds After-Hours First Response SLA	Duty Engineer -> After-Sales Manager -> CTO
P0/P1 exceeds Resolution SLA	After-Sales Engineer -> R&D Team
Customer files 2 consecutive complaints	CSM -> Customer Success Manager -> CEO
SLA adherence below target for 2 consecutive months	Monthly review escalation to management

8.5 Work Order Metrics. Each Work Order shall record:

- Work Order number, creation time (Beijing Time), customer name, contact person
- Customer local time at reporting, time zone offset
- Device SN, model, installation location, installation date
- Severity level, fault description, fault symptoms
- SLA tier, response time countdown, clock start time
- Whether reported during Standard Hours or After Hours

- Handler, processing log, diagnosis result
- Resolution method (remote/spare parts/RMA/on-site), resolution time
- MTTR (calculated per Article 5.1 Clock Start Rule), MTBF statistics
- CSAT score (collected after closure)

Article 9: Spare Parts Management

9.1 Spare Parts Classification. Spare parts are classified into three categories for inventory management:

Category	Examples	Stocking Strategy
Category A (High-frequency)	Connectors, CCD/CCU modules, relays, fuses	Regional warehouse (always in stock)
Category B (Medium-frequency)	Main control board, display, fans, AC/DC modules	Regional center + HQ allocation
Category C (Low-frequency)	Rectifier module, transformer, structural parts	HQ warehouse (on-demand)

9.2 Spare Parts SLA. Spare parts shipment times are committed based on Service Tier and time of request:

Service Tier	Standard Hours Shipment SLA	After Hours Shipment SLA
Gold	4 hours from confirmation (expedited)	Next business day (processed at 9:00 Beijing Time)
Silver	24 hours from confirmation	Next business day (processed at 9:00 Beijing Time)
Bronze	48 hours from confirmation	Next business day (processed at 9:00 Beijing Time)

9.3 International Shipping Time. The shipment SLA refers to the time from order confirmation to dispatch from ANARI's warehouse. Actual international delivery time depends on destination:

Destination	Typical Express Delivery	Typical Standard Delivery
Southeast Asia	3-5 business days	7-12 business days
Middle East	5-7 business days	10-15 business days
Europe	5-8 business days	12-18 business days
South America	7-12 business days	15-25 business days



9.4 Spare Parts Return. The Customer shall return replaced defective parts to ANARI within 30 days of receiving the replacement. Failure to return within 30 days shall result in the Customer being charged the full value of the spare part.

9.5 Spare Parts Ownership. During the Warranty Period, spare parts remain the property of ANARI until the defective part is returned. Out-of-warranty spare parts purchases transfer ownership to the Customer upon delivery.

Article 10: On-Site Service

10.1 On-Site Service Scope. On-site service includes:

- P0/P1 fault response and repair (Gold SLA: included; Silver SLA: P0 only, P1 billable)
- Preventive maintenance visits (Gold SLA: 2 per year)
- Installation supervision and commissioning (separate fee)
- Customer training (Gold SLA: 1 on-site per year)

10.2 On-Site Service Response Time. On-site arrival times account for international travel from China:

Service Tier	P0 Standard Hours	P0 After Hours	P1 (if included)
Gold	48-72 hours (incl. international travel)	48-72 hours (earliest available flight)	3-5 business days
Silver	48-72 hours (P0 only)	48-72 hours (earliest available flight)	Billable, 5-7 business days
Bronze	Not included	Not included	Not included

10.3 On-Site Service Charges. For services not included in the Service Tier:

Service	Rate
On-site service (international)	USD 1,500-3,000 per visit + actual travel expenses
Emergency on-site (weekend/holiday)	Standard rate + 50% surcharge
Installation supervision	USD 1,200 per day + travel
On-site training	USD 1,000 per day + travel

10.4 On-Site Service Procedure.

- ANARI dispatches a qualified technician with the necessary spare parts and tools
- Technician performs diagnosis, repair, and testing on-site
- Customer verifies resolution and signs service completion form

(d) ANARI generates service report within 2 business days

10.5 Visa and Travel Constraints. On-site service is subject to:

- Visa processing time for the Customer's country (may add 5-15 business days)
- Flight availability and schedule
- Customs clearance for spare parts carried by the technician
- Any travel restrictions or quarantine requirements in effect

Article 11: Service Reports and Performance Monitoring

11.1 Monthly Service Report. ANARI shall deliver a monthly service report by the 10th of each month, containing:

- Work Order statistics (by severity, category, resolution method)
- SLA adherence rates (Standard Hours and After Hours separately)
- MTTR and MTBF trends
- Spare parts consumption summary
- Open Work Orders and aging analysis
- System availability metrics
- Recommendations for improvement

11.2 Quarterly Service Review (Gold SLA). A quarterly service review meeting shall be conducted, including:

- Performance against SLA targets
- Trend analysis and root cause patterns
- Preventive maintenance findings
- Firmware update status and recommendations
- Customer feedback and improvement actions
- Roadmap for upcoming features and service enhancements

11.3 Annual Service Review. An annual service review shall be conducted for all Service Tiers, including:

- Year-over-year performance comparison
 - Total cost of service analysis
 - Customer health score and satisfaction survey
 - Renewal and service optimization recommendations
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Article 12: SLA Penalty and Credit Mechanism

12.1 SLA Breach Credits. If ANARI fails to meet the SLA adherence targets specified in Article 5.4 for any given month, the Customer shall receive a service fee credit calculated as follows:

SLA Adherence	Credit
Below target by 1-5%	5% of monthly service fee
Below target by 6-10%	10% of monthly service fee
Below target by 11-15%	15% of monthly service fee
Below target by more than 15%	20% of monthly service fee (maximum)

12.2 Credit Application. Credits shall be applied to the next month's service fee. Credits do not constitute a waiver of ANARI's obligations and do not limit the Customer's other remedies under this Agreement.

12.3 Chronic Failure Remedy. If SLA adherence is below target for 3 consecutive months, the Customer may:

- Request a remediation plan from ANARI within 10 business days
- Terminate this SLA Agreement with 30 days written notice (pro-rated refund of unused fees)
- Escalate to ANARI's executive management for resolution

12.4 After-Hours SLA Exclusion. SLA penalty credits for After Hours P0 first response are calculated separately from Standard Service Hours metrics. After Hours P0 response is provided on a best-effort basis via phone on-call and is not subject to the same penalty structure as Standard Service Hours commitments, except in cases of documented non-responsiveness.

Article 13: Training

13.1 Training Program. ANARI provides the following training programs:

Training Type	Audience	Content	Frequency	Tier
Basic Operations	Customer's O and M staff	Daily inspection, basic troubleshooting, safety	At delivery + annually	All
OCPPI Fundamentals	Customer's IT staff	OCPPI basics, backend integration, log reading	At delivery + on-demand	All

Advanced Technical	Customer's technical team	Hardware module replacement, Firmware upgrade, advanced troubleshooting	Annually	Gold
New Feature Training	All relevant staff	New Firmware features, OTA update content	Upon release	Gold, Silver

13.2 Training Delivery. Remote training is delivered via video conference during Standard Service Hours. On-site training (Gold SLA) is delivered at the Customer's premises and is subject to international travel scheduling. Training materials are provided in English.

13.3 Training Records. ANARI maintains training attendance records and assessment results. The Customer may request additional training sessions at the rates specified in Article 10.3.

Article 14: Customer Success Management

14.1 Customer Health Score. ANARI maintains a Customer Health Score based on the following dimensions:

Dimension	Weight
Device operational health (failure rate, availability, MTBF)	25%
SLA execution (adherence, ticket closure timeliness)	20%
Customer interaction (response speed, complaint frequency, NPS)	15%
Contract status (warranty status, renewal timeline)	15%
Service consumption (extended warranty, parts purchases, training)	10%
Growth potential (upsell potential, referral likelihood)	15%

14.2 Health Score Actions.

- **Green (≥ 80):** Stable operations, regular check-ins, recommend renewals and extended warranty
- **Yellow (60-79):** Risk factors identified, proactive contact, targeted improvement plan
- **Red (< 60):** High churn risk, escalation to Customer Success Manager + management



14.3 Renewal Timeline. ANARI's Customer Success Manager shall:

- Contact the Customer 90 days before Warranty/SLA expiry with device health report
 - Send extended warranty/service renewal proposal 60 days before expiry
 - Confirm renewal intention 30 days before expiry
 - Send renewal contract 30 days before expiry
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Article 15: Term, Renewal, and Termination

15.1 Term. This SLA is effective from the Effective Date and remains in force for the period specified in Schedule B (typically 12 months), unless terminated earlier in accordance with this Article.

15.2 Renewal. This SLA shall automatically renew for successive 12-month periods unless either party provides written notice of non-renewal at least 60 days before the end of the current term.

15.3 Termination for Cause. Either party may terminate this Agreement if the other party breaches a material term and fails to cure within 30 days of written notice.

15.4 Termination for Convenience. The Customer may terminate this Agreement for convenience with 90 days written notice. In such case, the Customer shall receive a pro-rated refund of the unused prepaid service fees, less any outstanding charges.

15.5 Effect of Termination. Upon termination:

- ANARI shall complete all open Work Orders in progress
 - The Customer shall return all ANARI-owned spare parts within 30 days
 - Remote monitoring and preventive maintenance shall cease
 - The Warranty Agreement (if still in force) shall continue independently
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Article 16: Confidentiality and Data Protection

16.1 Confidentiality. Each party shall keep confidential all information disclosed by the other party, including but not limited to technical data, operational data, customer information, pricing, and service performance data.

16.2 Data Protection. ANARI's remote diagnosis and monitoring may collect operational data from the Products. ANARI shall:

- Process personal data in accordance with GDPR (EU 2016/679) where applicable
- Not share Customer data with third parties without written consent
- Store diagnostic data for a maximum of 24 months
- Provide the Customer with data export upon request
- Delete Customer data upon contract termination (except where retention is required by law)

16.3 Security. ANARI shall implement appropriate technical and organizational measures to protect Customer data, including encryption in transit (TLS 1.2+) and at rest (AES-256).

Article 17: Limitation of Liability

17.1 Liability Cap. ANARI's total aggregate liability under this SLA, regardless of the number of claims, shall not exceed the total service fees paid by the Customer in the 12 months preceding the claim.

17.2 Excluded Damages. In no event shall ANARI be liable for indirect, incidental, consequential, or special damages, including loss of profit, revenue, business, or goodwill, or downtime costs.

17.3 Force Majeure. Neither party shall be liable for failure to perform due to events beyond its reasonable control, as defined in the Warranty Agreement Article 14.

Article 18: Dispute Resolution and Governing Law

18.1 Governing Law. This Agreement shall be governed by and construed in accordance with the laws of [TO BE COMPLETED].

18.2 Arbitration. Any dispute arising out of or in connection with this Agreement shall be resolved by arbitration administered by [TO BE COMPLETED], consistent with the dispute resolution mechanism in the Warranty Agreement.

18.3 Continuation of Service. The filing of a dispute shall not relieve ANARI of its obligation to continue providing service during the pendency of the dispute, provided the Customer continues to pay service fees.

Article 19: Miscellaneous

19.1 Entire Agreement. This SLA, together with the Warranty Agreement and any Schedules, constitutes the entire agreement between the parties regarding service levels.

19.2 Amendment. Any amendment must be in writing and signed by authorized representatives of both parties. SLA parameter adjustments based on service-knowledge-evolution calibration (Article 20) shall be documented as amendments.

19.3 Severability. If any provision is held invalid, the remaining provisions shall remain in full force and effect.

19.4 Language. This Agreement is executed in English. Translated versions are for reference only.

19.5 Compliance. The services provided under this SLA comply with applicable international standards including IEC 61851, ISO 15118, OCPP 1.6J/2.0.1, and AFIR (EU 2023/1804) where applicable.

Article 20: SLA Parameter Calibration

20.1 Continuous Calibration. ANARI's service-knowledge-evolution engine continuously monitors actual MTTR, MTBF, and SLA adherence data. Based on this data, ANARI may propose SLA parameter adjustments:

- **Trigger:** SLA adherence below target for 3 consecutive months
- **Process:** Root cause analysis -> Parameter adjustment proposal -> Customer review and approval -> Amendment execution
- **Scope:** May adjust response times, resolution targets, and spare parts SLA
- **Constraint:** Any adjustment that relaxes SLA targets requires Customer's written consent

20.2 Calibration Records. All SLA parameter calibrations shall be documented with before-and-after metrics, rationale, approval, and effective date, maintained in the knowledge base version control system.



Signature Page

IN WITNESS WHEREOF, the parties have executed this Service Level Agreement as of the Effective Date.

ANARI Energy (Party A):

Authorized Signature:

Name:

Title:

Date:

Customer (Party B):

Authorized Signature:

Name:

Title:

Date:

Schedule A: Covered Products

Product Model	Serial Number	Installation Location	Customer Local Time Zone	Installation Date	Service Tier
					Gold / Silver / Bronze

Schedule B: Service Fees

Service Tier	Annual Fee	Currency	Payment Terms
Gold			Annual in advance
Silver			Annual in advance
Bronze			Annual in advance
