

Enterprise Service Addendum

Vaethra · Version 1.0 · template

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The current version of this document is always at vaethra.com

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Enterprise Service Addendum

VERSION 1.0 · 12 SEPTEMBER 2026 · TEMPLATE, INCORPORATED BY AN ENTERPRISE ORDER FORM

What this is. The commitments an enterprise agreement adds to the Terms and the Data Processing Agreement: an availability commitment with service credits, support targets, notice periods, data residency, escrow and named contacts. It is published so that the figures on availability, support and the commercial page point at a document rather than at a promise to send one. It takes effect only when an order form incorporates it, and the order form states the fee it applies to.

1. Scope and precedence

This Addendum applies to the Services named in the order form that incorporates it (the "Order"), for the term stated there. It forms part of the agreement between Vaethra Technologies LLC ("Vaethra") and the customer named in the Order ("Customer"). Where this Addendum conflicts with the Terms, this Addendum prevails; where it conflicts with the Order, the Order prevails; the Data Processing Agreement governs personal data regardless.

2. Availability commitment

Vaethra commits to **99.9% monthly availability** of the API at `api.vaethra.com`.

Measurement. Availability for a calendar month is the `availability` field published for that month's days at `https://api.vaethra.com/api/v1/uptime`, which needs no key: the share of expected five-minute samples in the month that were taken *and* healthy. A sample the service failed to write counts against availability exactly as a failed one does. Both parties read the same endpoint; no private measurement overrides it.

Exclusions. The following are excluded from the calculation:

- scheduled maintenance announced at least five business days in advance by email, and never inside Customer's stated business hours without agreement;
- an outage or degradation of an upstream data provider, which affects the freshness of that source and is shown on the sources panel, not the availability of the API;
- force majeure, and faults in Customer's own network, systems or credentials;
- suspension of a key under the acceptable-use terms.

3. Service credits

If monthly availability falls below the commitment, Customer is entitled to a credit against the fee for the following month, as a percentage of the monthly fee stated in the Order for the affected Services:

MONTHLY AVAILABILITY	CREDIT
Below 99.9% and at or above 99.0%	10%
Below 99.0% and at or above 95.0%	25%
Below 95.0%	50%

A credit is claimed by email to support@vaethra.com within 30 days of the end of the month concerned, naming the month; Vaethra confirms the figure from the endpoint and applies the credit to the next invoice. Credits are Customer's sole remedy for a failure to meet the availability commitment, do not accumulate beyond 50% of one month's fee, and are not paid in cash except on termination, when any unapplied credit is refunded.

4. Support and escalation

SEVERITY	DEFINITION	RESPONSE, TO A NAMED PERSON	UPDATES
Sev-1	Service unavailable; data accessed without authorisation; or the record incorrect in a way Customer could act on	1 hour, 24 hours a day, 7 days a week	Hourly until contained, then every 4 hours until resolved
Sev-2	Major function degraded; a workaround exists	4 business hours	Daily
Sev-3	Minor fault, question or documentation gap	1 business day	On resolution
Sev-4	Feature request or roadmap question	3 business days	—

Business hours are 08:00–18:00 Central European Time, Monday to Friday. The Sev-1 line is +1 253 402-5005; it is answered by the engineering owner, with a named second responder behind it, and Vaethra states plainly that there is no rotation beyond the two. The Order names an engineering contact and a commercial contact with direct addresses. Resolution times depend on the fault and are not committed.

5. Notice periods

CHANGE	NOTICE
Breaking API change — a field removed, a type changed, an endpoint retired	90 days, by email to every active key holder and in the changelog
New or replaced subprocessor	30 days, with the right to terminate the affected Services without penalty (DPA §6)
Planned maintenance with expected impact	5 business days
Source removed from coverage by Vaethra's decision	30 days; an upstream withdrawal as soon as known, with the reason recorded in the changelog
Price change	Never inside a committed term; 60 days before a renewal
Material change to this Addendum	30 days by email; no change reduces a commitment inside a committed term

6. Backups and recovery

For the term of the Order, point-in-time recovery is switched on for the database and backup retention is 28 days. The committed recovery objectives are a recovery point of 5 minutes and a recovery time of 2 hours, measured as business continuity describes. A restore test to a scratch instance is run before the first enterprise agreement and at least annually after it, and the report is provided under NDA on request.

7. Data residency

Where the Order states EU residency, Vaethra provisions a database project in an EU region within one business day of the Order and migrates the record to it before the go-live date the Order states; until go-live the standard region applies. Edge processing remains global, as the Data Processing Agreement §10 describes.

8. Source-code escrow

Where the Order requests it, Vaethra deposits the source code, migrations and deployment configuration with an escrow agent engaged for the Order, at Customer's cost unless the Order says otherwise, with release on the insolvency or cessation events the escrow agreement defines.

9. Evidence and audit

The evidence pack described in the Data Processing Agreement's audit section is provided under NDA within two business days of a request. Security questionnaires are completed in writing within five business days of a request. A call with the engineering owner is available on request.

10. Term, fees and general

The term, the fees, any minimum commitment and the termination terms are as stated in the Order. Invoicing is in advance, monthly or annually as the Order states, by bank transfer; there is no card payment path. The governing law and forum are those of the Terms. Capitalised terms not defined here have the meanings in the Terms and the Data Processing Agreement.

11. Contact

Commercial and contract matters: legal@vaethra.com. Support: support@vaethra.com and +1 253 402-5005. Notices: Vaethra Technologies LLC, 30 N Gould St Ste N, Sheridan, Wyoming 82801, United States, or by email to legal@vaethra.com.