



Dull Operations Pty Ltd

Service Level Agreement



Dull Service Level Agreement

Last updated: 12.11.2025

This Service Level Agreement forms part of, and is subject to, the EULA and specifies guaranteed levels of performance, uptime, and availability for the Dull Platform and Services.

Key Details	
You or your	The entity identified as the Customer in the EULA
Dull, we, us, our	Dull Operations Pty Ltd (ACN 655 816 569).

1. Definitions

Defined terms in this Service Level Agreement have the meaning given to them as follows.

Access Operations means the connectivity to the Realm Manager by the Dull Launcher to read or connect to Services defined within the Launcher successfully.

Advanced Component means any Dull software other than the Realm Manager (and the Dull hosted Virtual Machines that they are deployed on), Desktop Launchers, Connector Agents or Meet Points, which may reside on customer mobile devices for facilitating additional MFA authentication, and other functions.

Authentication Operations means the ability for authorised Administrators and Users to read, approve, and decline Multi-factor challenges served from the Dull multi-factor authentication mobile application.

Continuous Monitoring means notifications will be received by Dull twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year for the purpose of Incident reporting by Customer.

Core Component has the meaning given to it in the Product List in Schedule 1.

Customer means a customer of the Reseller for the provision of the Dull Platform pursuant to the EULA.

Downtime means a period of time (as determined by Dull's internal and external monitoring systems) during which a large number of Users are unable to log into the Dull service, view their dashboard, and reach any asset they have permission to reach and valid current access to.

Dull Platform means Dull's installed secure remote access management software platform, comprising of all Software, Core Components and Advanced Components.

Dull Product means any product set out in Schedule 1.

Dull Platform Operational Health refers to the ability to conduct Access Operations,

Authentication Operations and Platform Operations.

EULA means the end user licence agreement between the Customer and Dull to access the Software.

Incident means any error, defect, failure, or abnormality in the Dull Platform Software.

Lodgement Time means the time from Dull receives notification from the Customer or the Reseller that a support request has been lodged via the channels set out in this Service Level Agreement.

Modular Microtunnels has the meaning given to it in Schedule 1.

Platform Operations means the ability for authorised Administrators and Users to create, read, update, and disable users, devices, services, and meet points.

Reseller means the entity identified as the Reseller in the Reseller Agreement.

Reseller Agreement means the reseller agreement in place between the Reseller and Dull for the resale of the Dull Platform from the Reseller to the Customer.

Response Time means the elapsed time from the time we receive notification of an incident, either from monitoring alerts or from an opened ticket in our support system, until we notify you that we have begun to provide assistance.

Software means any underlying software (including source and object code) that forms part of the Dull Platform.

Support Plan Tier means the tier of 'support plan' the customer has purchased.

Target Resolution means the elapsed time from the Lodgement Time until we provide a fix or a workaround.

Uptime means the percentage of total possible time the Dull Platform Operational Health was available during the contracted term over the total time of the contracted term.

2. Support services

2.1 Problem notification and emergency outages

A "problem" or "issue" is a defect in the accessibility or performance of a function or component of the Dull Platform which had previously performed as expected.

We will notify you of any defect, vulnerability, or performance issue that affects the functionality, security, or availability of the software which results in a Severity Level 1 (S1) issue after doing our due diligence in investigating and confirming said issue.

2.2 Support request process

Support requests must be submitted according to the following process.

- (a) When an issue occurs with the Dull Platform, the Customer may submit a support request to support@dull.net or <https://support.dull.net> or if they are a undertaking Support Services from an authorised Reseller, the Reseller's instance of the support portal (as applicable).
- (b) For support requests under a Reseller Agreement, Reseller is responsible for initial triaging and troubleshooting of all support requests. Dull is responsible for determining, acting reasonably, the severity level of a problem based on the chart set out in section 2.3.

2.3 Problem classifications and definitions

Once a support request has been lodged, the problem severity will be determined by Dull using the following chart and a resolution will be provided by Dull or the authorised Reseller (as applicable) in accordance with the following criteria and tracked on a case-by-case basis:

Severity Level	Problem Severity	Responsibility for Response	Severity Description	Target Initial Response Time
S1	Critical	Dull (unless agreed otherwise)	The Dull Platform, a Dull Product or the installed Software is unavailable or very seriously impaired by a problem.	Standard Plan: N/A Standard Plus Plan: 8 <u>Business</u> Hours Enterprise Plan: 4 <u>Business</u> Hours Enterprise Plus Plan: 4 Hours Premium Plan: 2 Hours
S2	High	Dull (unless agreed otherwise)	The Dull Platform, a Dull Product or the installed Software is affected by a defect that substantially and adversely affects the ability of the Reseller or a Customer to perform its business. The defect is very difficult to work around, but the Dull Platform, Dull Product or Installed Software is somewhat useable.	Standard Plan: N/A Standard Plus Plan: 16 <u>Business</u> Hours Enterprise Plan: 8 <u>Business</u> Hours Enterprise Plus Plan: 8 Hours Premium Plan: 4 Hours
S3	Medium	Dull (unless agreed otherwise)	The Dull Platform, a Dull Product or the installed Software is affected by a defect impacting on its normal use, but there are workarounds available.	Standard Plan: N/A Standard Plus Plan: 24 <u>Business</u> Hours Enterprise Plan: 12 <u>Business</u> Hours Enterprise Plus Plan: 16 Hours Premium Plan: 8 Hours
S4	Low	Dull (unless agreed otherwise)	The Dull Platform, a Dull Product or the installed Software is affected by a defect that does not materially impact on its normal use.	Standard Plan: N/A Standard Plus Plan: 32 <u>Business</u> Hours Enterprise Plan: 16 <u>Business</u> Hours Enterprise Plus Plan: 32 Hours Premium Plan: 16 Hours

2.4 Obligations

Dull will have no obligation to provide support to the extent a reported Incident arises from:

- (a) use of the Software or Service by Customer in a manner not authorized in this Agreement or the applicable Documentation;

- (b) general internet problems, force majeure events or other factors outside of Dull's reasonable control;
- (c) Customer's equipment, software, network connections or other infrastructure; or
- (d) third party systems, acts or omissions. If Customer purchased the subscription to the Dull Platform through a Reseller, Dull may have no obligation to provide support depending on Customer's agreement with the Reseller and Dull.

3. Service and Availability

3.1 Scheduled Maintenance

We will use best endeavours to notify you one week in advance via the Dull Platform of any scheduled maintenance, unless such maintenance is due to an emergency in which case may need to undertake such maintenance without notice.

3.2 Availability

During the subscription term for which Dull has agreed to provide the Dull Platform, all commercially reasonable efforts will be made to make the Dull Platform available in reference to section 3.3 or the customers contract (if agreed by Dull).

Dull's objective will be to provide the availability times stated in section 3.3 but does not guarantee that such availability will be met for Modular Microtunnels as factors beyond Dull's control can impact the availability of the Modular Microtunnels (such as third party networks, firewalls, and VPN connections).

3.3 Uptime

During the Customers subscription term, Dull's objective will be to provide the Dull Platform availability for Customers with the following contracted Support Plan Tier ('Enterprise Support Plan' or 'Enterprise Plus Support Plan' or 'Premium Support Plan'). The following Support Plan Tiers, 'Standard Support Plan' or 'Standard Plus Support Plan' do not include service credit claims.

Enterprise Support Plan & Enterprise Plus Support Plan

- (a) Dull's objective will be to maintain a target of 99% Uptime for The Dull Platform Operational Health hosted by Dull.
- (b) Includes Service Credit Claims for downtime incurred.

Premium Support Plan

- (a) Dull's objective will be to maintain a target of 99.9% Uptime for The Dull Platform Operational Health hosted by Dull.
- (b) Includes Service Credit Claims for downtime incurred.

Service Feature	Uptime Calculation	Service Credits Calculation (Service Credits Claim)
The Dull Platform Operational Health <ul style="list-style-type: none"> Access Operations Authentication Operations Platform Operations 	$(T - D)/T$ Where T equals the total minutes in a calendar quarter, and D is Downtime.	A Service Credits Claim shall be based on either (not both) of the following calculations: <ul style="list-style-type: none"> 10% of the amount Customer paid for a Service Feature in calendar quarter where the Uptime for that Service Feature was less than 99.9%, but equal to or greater than 99.0%; or, 20% of the amount Customer paid for a Service Feature in a calendar quarter where the Uptime of that Service Feature was less than 99.0%.

Exclusions

Downtime resulting from the following is excluded from the Uptime Calculation:

- (a) Weekly scheduled upgrades;
- (b) Emergency maintenance to patch a critical vulnerability or resolve a bug;
- (c) A hosting provider's downtime or scheduled maintenance;
- (d) Failure of internet connectivity, power, or other infrastructure between Customer environment and Dull;
- (e) Factors outside Dull's reasonable control, including force majeure events;
- (f) Customer's equipment, services, or other technology;
- (g) Customer's acts, omissions, or misuse of the applicable Services, including any violation of this Agreement; or,
- (h) Customer suspension due to customer's breach of their agreement.

In addition, Dull shall not be responsible for any Downtime if Customer uses their own cloud or on-premises environments, or deploys the Dull Realm Manager, Dull Launcher or Dull Connector Agents onto non-Dull approved hardware.

4. Variations

4.1 Variations to this Service Level Agreement

Where a variation does not result in the service levels provided being less favourable than those set out in this Service Level Agreement (as updated or amended in accordance with this clause 4), Dull may, from time to time, vary this Service Level Agreement and notify the Customer that such a change has occurred.

Your continued use of the Dull Platform will be deemed as acceptance of such variation. The date set out at the start of this Service Level Agreement will indicate the date it was last updated.

Schedule 1 - Product List

In this Product List, the terms set out in the left hand column of the table have the meaning ascribed to them in the right hand column of the table.

A **Supported Device** means a device or server which is used to install the Connector Agent.

Product	Feature	Feature Description*
Product - Core Component	Realm (R)	A Realm is a conceptual boundary of control for a group of Connector Agents and/or Managed Devices. Only one Realm is available per Realm Manager instance.
	Realm Manager (RM)	Realm Manager means server software that controls Connector Agents, Dull Launchers, Managed Devices and the creation of Modular Microtunnels within a Realm.
	Connector Agent (CA)	A Connector Agent is a client software that runs on a Supported Device. It is controlled by a single Realm Manager to achieve distributed communication inside and outside of the Realm.
	Dull Launcher (DL)	A Dull Launcher can be delivered as a web-based or software-based application. It provides users remote access to a range of technology assets, with secure and centrally managed credential storage.
	Meet Point (MP)	The Meet Point works in conjunction with the Realm Manager to act as the confluence point for inbound connections from Dull's endpoint software. Endpoint applications, such as Dull's Connector Agent and Desktop Launcher, communicate outbound to the Meet Point. Once instructed, the Meet Point reconciles any pair of these inbound connections to allow a Microtunnel to be established between the endpoint applications.
Product - Advanced Component	Modular Microtunnel	A Modular Microtunnel is a point-to-point encryption capable connection between two Connector Agents or a Connector Agent and a Dull Launcher.
	Machine-to-Machine	Feature that allows connectivity between two Connector Agents or a Connector Agent to a Device without a Connector Agent.
	Open Connections Logging	Open Connections Logging is the storage and retrieval of active and open connections initiated by a Dull Launcher to a Service.
	Remote Access Logging	Remote Access Logging is the storage and retrieval of historical network connection logs (specifying what User or Device accessed what service and when).

Product	Feature	Feature Description*
	Machine-to-Machine Logging	Machine-to-Machine Logging is the storage and retrieval of historical network connection logs between a source device with a Connector Agent on it to a destination device with or without a Connector Agent on it.
	Application Launch Logging	Application Launch Logging is the storage and retrieval of historical application launches made using the Dull Launcher.
	Dull MFA	Multi-factor Authentication for users, devices and services
	Dull Mobile Application	A Mobile Application that allows but is not limited to facilitating the Dull MFA feature.
	Session Recording	Feature that allows an authorised Administrator or User to view the screen recording of previous Dull secure remote access EVM session.
	Session Shadowing	Feature that allows an authorised Administrator or User to view the screen recording of a currently active secure remote access EVM session.
	Secure File Transfer Portal	Feature that allows an authorised Administrator or User to upload files to a portal or download files from a portal depending on nature and size of file as well as carry out deletion, archival, restoration or approval of files.
Services	Dull Implementation Services (DIS)	We will provide you with 0 business hours of remote set-up and implementation support to facilitate each Customer's implementation of the Dull platform unless otherwise agreed.
	Dull Support Services (DSS)	We will provide the Customer support services depending on the agreed upon Support Tiers purchased by the Customer. By default, Dull's customers are entitled to Standard Support unless an alternative Support Tier has been purchased.
	Dull Enablement Services (DES)	We will provide you with 0 business hours of remote training per year on how to use the Dull platform unless otherwise agreed.
	Dull Platform Management Services (DPMS)	We will provide you with 0 business hours of management services of the Dull platform unless otherwise agreed.
	Dull Technical Documentation & Guides	We will provide you full access to our Documentation Portal where our Technical Documentation & Product Guides are hosted on.

***Note:** The "feature descriptions" describe the "features" of the Dull products. You agree that the "feature descriptions" specified above are summaries only. Please see the specification documents

which we publish from time to time for complete product feature descriptions, and such specification documents are available from us on written request.



About Dull: Founded in 2018, Dull is an Australian-owned, funded and operated cyber security company focusing on securing operational technology environments. The Dull Platform's patented Microtunneling™ approach microsegments critical infrastructure networks to facilitate secure remote access for users and assets. Underpinned by zero trust principles and a rich ecosystem of technology partnerships, organisations utilising the Dull Platform benefit from a reduction in business risk, increased operational efficiencies, and improved compliance to industry regulations.

