

LuxAlgo Support & SLA Schedule

Version 1.0, September 21, 2026. This Schedule is referenced by Section 2.2(c) of the LuxAlgo Developer License Agreement and, for the Enterprise Tier, by the applicable Enterprise agreement.

1. What this Schedule covers

This Schedule describes the support LuxAlgo provides to holders of a paid license for Vela™ Pro, PineTS, and the LuxAlgo Library (the "Software"). The Software consists of self-hosted components that run inside the Licensee's infrastructure and the Licensee's users' browsers. There is no LuxAlgo-hosted service in the Licensee's data path, so this Schedule contains no uptime commitment: availability of the Licensee's product is the Licensee's responsibility, and LuxAlgo's commitments below are about how quickly qualified people respond and fix defects.

2. Support by tier

| Tier | Channel | First-response target | | --- | --- | --- | | Seat Tier | Email: support@luxalgo.com | Two (2) Business Days | | Business Tier | Priority email: support@luxalgo.com, with a named escalation contact | One (1) Business Day | | Enterprise Tier | Dedicated Slack Connect channel plus email | Severity-based targets in Section 3 |

"Business Days" and "Business Hours" are Monday through Friday, 09:00 to 17:00 US Eastern Time, excluding US federal holidays. Response targets are measured in Business Hours and Business Days from the time a request is received on a supported channel.

3. Severity levels and response targets (Enterprise Tier)

| Severity | Definition | First response | Next step | | --- | --- | --- | --- | | P1 | A defect in the Software makes the Licensee's production product unusable for its end users, and no workaround exists. | Four (4) Business Hours | A workaround or a written fix plan within two (2) Business Days; work continues during Business Hours until resolved. | | P2 | A defect materially degrades a major function of the Software in production; a workaround exists. | One (1) Business Day | Fix targeted for the next scheduled release. | | P3 | Minor defect, documentation gap, question, or feature request. | Three (3) Business Days | Handled in the normal release cycle. |

LuxAlgo assigns severity in good faith after triage and will explain any reclassification. Business and Seat Tier requests are handled on a priority basis by tier but do not carry severity-based targets.

4. Security fixes

Security vulnerabilities may be reported by anyone to security@luxalgo.com; LuxAlgo honors coordinated disclosure. For vulnerabilities LuxAlgo confirms as Critical or High severity in a supported version of the Software, LuxAlgo targets a fixed release within seven (7) calendar days of confirmation. Every paid tier

receives the fixed release; Enterprise Tier licensees are notified through their Slack Connect channel when the fix ships.

5. Supported versions

LuxAlgo supports the current major version of Vela™ Pro and PineTS, and the previous major version for twelve (12) months after the next major version is released. Fixes are delivered as new versions of the Software; LuxAlgo does not patch versions outside this window or builds the Licensee has modified.

6. Escalation

Enterprise Tier licensees escalate in this order: the Slack Connect channel, then the named LuxAlgo engineering lead for the account, then business@luxalgo.com. Missed response targets are handled by escalation, not by service credits, because there is no hosted service to credit against. If LuxAlgo misses the P1 or P2 first-response target more than twice in a calendar quarter, LuxAlgo will deliver a written remediation plan within ten (10) Business Days of the Licensee's request; a failure to deliver or follow that plan is a material breach for purposes of the applicable agreement.

7. Exclusions

Support does not cover: defects in the Licensee's own code or data feeds; outages of third-party market-data providers or exchanges; versions outside the window in Section 5; builds the Licensee has modified; general software-development consulting; or requests from anyone other than the Licensee's Developers and designated contacts.

8. Changes

LuxAlgo may update this Schedule for future purchases and renewals. The version in effect at the start of a Subscription Term governs that Term.

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