

MASTER SERVICE LEVEL AGREEMENT

Ground Contact Reliability Agreement

This Agreement governs the availability and performance commitments Yeeterprise makes for the governed delivery of objects to the ground. It is incorporated by reference into every enterprise order form.

PROVIDER

Yeeterprise, Inc. ("Yeeterprise")
Ground truth, delivered.

CUSTOMER

The undersigned enterprise ("Customer")
The party committing objects to downward force.

1. Definitions

Ground Contact

The successful, intentional arrival of a Payload at a sanctioned surface, evidenced by a signed certificate.

Governed Throw

Any Throw that has been modeled, screened against the Do-Not-Yeet registry, and released within policy.

Downtime

Any period in which a Payload accepted by the API fails to achieve Ground Contact on schedule for reasons attributable to Yeeterprise. Gravity outages are excluded (see §5).

Regret

A measured unit of avoidable adverse outcome. Contractually fixed at zero (§4).

2. Service commitment

Yeeterprise commits to a monthly **Ground-Contact Availability of 99.98%**, measured as the percentage of Governed Throws achieving Ground Contact within their modeled time-to-ground window. Availability is calculated per calendar month, excluding scheduled maintenance published at least 48 hours in advance.

3. Service credits

If monthly Availability falls below the commitment, Customer is eligible for the following credits against the following month's fees, applied automatically and without the need to ask twice:

MONTHLY AVAILABILITY	SERVICE CREDIT	RESPONSE
< 99.98% – 99.90%	10% of monthly fees	Written post-incident review
< 99.90% – 99.00%	25% of monthly fees	Review + root-cause within 5 business days
< 99.00%	50% of monthly fees	Review + a formal apology from the Chief Regret Officer

4. The Regret guarantee

Yeeterprise warrants that Regret attributable to Governed Throws shall remain at zero for the term of this Agreement. This figure has never moved. Should Regret exceed zero, Yeeterprise shall (a) restore it to zero, and (b) not discuss how. The Do-Not-Yeet registry is the operative control and is enforced at launch on all plans.

5. Exclusions

This Agreement does not cover: (a) objects Customer throws outside the platform, by hand, in a mood; (b) Payloads matching a protected class, which are correctly refused and do not count as Downtime; (c) acts of gravity, weather, or upward force; and (d) any Throw Customer was advised not to attempt and attempted anyway.

6. Support & term

TIER	RESPONSE TARGET	CHANNEL
Sev-1 · Ground fault	1 hour	Dedicated Trajectory Specialist
Sev-2 · Degraded arc	4 hours	Priority queue
Sev-3 · Cosmetic	1 business day	Email

This Agreement remains in effect for the duration of Customer's order form and renews with it. Live status is published continuously at status.yeeterprise.com and is never edited after the fact.

FOR YEETERPRISE, INC.

FOR CUSTOMER

GROUND CONTACT GUARANTEED · REGRET: 0