



Pursuant to this service level agreement, (“SLA”), we provide a 99.9% uptime commitment fiscal quarter for all customers. If we fall short of our 99.9% uptime commitment and your workspace is affected, we’ll add a service credit to your account for future use.

To review your current and historical uptime, visit your provided status page.

SLA breakdown

Downtime

Downtime is the overall number of minutes the Services were unavailable during a our fiscal quarter (i.e., 1 February to 30 April and every three-month period thereafter). We calculate unavailability using server monitoring software to measure the server side error rate, ping test results, web server tests, TCP port tests and website tests.

Downtime excludes the following:

- Slowness or other performance issues with individual features (search, file uploads, etc.)
- Issues that are related to external apps or third parties.
- Any products or features identified as pilot, alpha, beta or similar
- External network or equipment problems outside of our reasonable control, such as bad routing tables between your internet service provider (ISP) and our server
- Scheduled downtime for maintenance

Uptime commitment

Uptime is the percentage of total possible minutes the Services were available during a fiscal quarter. Our commitment is to maintain at least 99.9% uptime:

$[(\text{total minutes in quarter} - \text{downtime}) / \text{total minutes in quarter}] > 99.99\%$

Scheduled downtime

Sometimes we need to perform maintenance to keep the Services working smoothly. If scheduled downtime is necessary, we’ll give you at least 48 hours’ advance notice.

Service credit

If we fall short of our uptime commitment, we’ll add credit to each affected account equal to 10 times the amount of the Fee for that workspace paid during the period in which the Services were down (we call this service credit).

A service credit is not a refund, it cannot be exchanged into a cash amount, it is capped at a maximum of 30 days of the Fee paid for the service, it requires you to have paid any outstanding invoices and expires upon termination of your Contract. A service credit is the sole and exclusive remedy for any failure by us to meet our obligations under this SLA.



Note, downtime doesn't affect everyone at the same time or in the same way. For example, some accounts may receive a service credit during an outage in their region, while other accounts in other regions that have not been similarly affected will not.

Updates

As our business evolves, we may change the terms of this SLA. If we do we will notify you in writing.