

# SERVICE LEVEL AGREEMENT (SLA)

## 1. Purpose

1.1 This Service Level Agreement (SLA) describes the service availability, support and incident response commitments that apply to the Services, as referenced in the MSA or relevant Order Form.

## 2. Service availability

2.1 We target a monthly uptime of, for example, 99.5% for the core application, excluding planned maintenance and permitted downtime as described below.

2.2 Uptime is calculated over a calendar month based on the total number of minutes in the month minus the number of minutes of unplanned downtime, divided by the total number of minutes in the month, and expressed as a percentage.

## 3. Planned maintenance

3.1 We may carry out planned maintenance from time to time to update or improve the Services. Where such maintenance is expected to cause material downtime, we will use reasonable efforts to schedule it outside of typical UK business hours and provide advance notice.

## 4. Support hours and channels

4.1 Standard support is available during UK business hours (for example, Monday to Friday, 9:00–17:30 UK time, excluding public holidays).

4.2 Support is provided via email and other channels referenced on our website (e.g. in-app support or ticketing).

## 5. Incident categorisation and response

5.1 We categorise incidents by severity, for example:

- Priority 1 (Critical): complete loss of service affecting all users or a severe security incident.
- Priority 2 (High): major functionality impaired for a significant number of users with no reasonable workaround.
- Priority 3 (Medium): partial loss of functionality with a workaround available.
- Priority 4 (Low): minor issues, cosmetic defects or general questions.

5.2 Target initial response times (during support hours) may be, for example:

- Priority 1: within 1 hour.
- Priority 2: within 4 hours.
- Priority 3: within 1 business day.
- Priority 4: within 2 business days.

These targets are not guarantees but reflect our normal practice.

## **6. Exclusions**

### **6.1 The SLA does not apply to:**

- Issues caused by factors outside our reasonable control, such as internet outages or failures of third-party networks.
- Downtime caused by misuse of the Services or use in breach of the MSA or AUP.
- Beta, trial or experimental features clearly identified as such.

## **7. Service credits (if applicable)**

7.1 If we offer service credits for failure to meet uptime targets, the specific credit structure and claim process will be stated in your Order Form or a separate schedule. Any such credits will be your sole and exclusive remedy for the relevant service level failure.

## **8. Changes to this SLA**

8.1 We may update this SLA from time to time, for example to reflect changes to the Services or support model. Material changes will be communicated in accordance with the MSA.