

Addova® Service Level Agreement (SLA)

Commitment

Addova, Inc. commits to provide 99.5% uptime to Cloud Hosting during each calendar quarter, excluding scheduled maintenance.

Scheduled Maintenance

Regularly scheduled maintenance does not count as downtime.

Addova will perform scheduled maintenance once per calendar month on a Sunday at 1 AM EST and it will last no longer than 2 hours. This maintenance will include installing updates to Addova Cloud Hosting.

Other scheduled maintenance may be required and will be communicated at least 3 business days in advance. Every effort will be made to coordinate this type of maintenance with the Customer to minimize the impact to the business.

The total scheduled maintenance will not exceed 10 hours per calendar quarter. Any other maintenance will count as downtime.

Customer's Hosting software may require an update to receive new features or to fix an issue. These updates are automatically programmed during the regularly scheduled monthly maintenance. However, if the update is to fix a specific Customer's issue, Customer will be contacted to schedule the update. If the Customer elects to have this update applied during their normal business hours, it will not count as downtime.

Exclusions

This SLA specifically covers only the paid Addova Cloud Access. Test, beta, or any free Cloud Access accounts are excluded. Bugs in the Addova Cloud Hosting software are also excluded.

Remedy

If Addova does not meet this uptime commitment during any calendar quarter and the Customer's business is negatively impacted, Addova shall provide, at our sole discretion and exclusive remedy which may include a service credit equal to the prorated monthly fee corresponding to the work order and downtime.

Request Credit

Customer must request credit by emailing Addova at customerservice@addova.com within 7 days of the applicable month end. Customers who are past due or in default with any other obligation or agreement with Addova or affiliates are not eligible to receive credit under this agreement.

Amendments

Addova may amend this SLA in its sole discretion after providing 30 days advance notice. An email to the main contact in the Addova account management will serve as notice.