Service Level Agreement

iQueuing · Effective date: July 31, 2026 · English controlling language

Overview

This Service Level Agreement ("SLA") describes the availability commitments for the iQueuing platform ("Platform"). The commitments that apply to a given customer depend on the subscription tier identified in that customer's order form or plan. This SLA is incorporated into and governed by the Master Subscription Agreement (Terms).

1. Starter and self-serve plans — commercially reasonable effort

Starter and other self-serve plans are provided on a **"commercially reasonable effort"** basis with **no guaranteed uptime** and **no service credits**. We aim for high availability but make no availability commitment for these tiers.

2. Platform Flex / Enterprise — 99.9% Uptime Guarantee

For customers on the **Platform Flex / Enterprise** tier with a signed order form, Provider commits to a **99.9% Monthly Uptime Percentage**, calculated as:

Monthly Uptime % = ((Total Minutes in Month − Excluded Minutes − Downtime Minutes) / (Total Minutes in Month − Excluded Minutes)) × 100

"Downtime" means sustained unavailability of core Platform functions confirmed by Provider monitoring. "Excluded Minutes" are periods described in Section 4.

3. Service credits

If the Monthly Uptime Percentage falls below 99.9% for a customer entitled to the guarantee, that customer may request service credits applied to a future invoice:

- 99.0% to < 99.9%: **10%** of that month's fee
- 95.0% to < 99.0%: **25%** of that month's fee
- below 95.0%: **50%** of that month's fee

Service credits are the customer's **sole and exclusive remedy** for any failure to meet the uptime commitment, must be requested in writing within thirty (30) days of the affected month, and do not apply to Starter or other self-serve plans.

4. Exclusions

Downtime and the uptime calculation exclude time attributable to:

- **Scheduled maintenance windows** announced at least forty-eight (48) hours in advance;
- emergency security patching;
- force majeure events beyond Provider's reasonable control;
- failures of third-party carriers, messaging providers, or end-user hardware and networks (see Terms Section 4.3);
- Tenant misconfiguration or use outside documented requirements; and
- suspension for violation of the Acceptable Use Policy or non-payment.