

SaaS - Service Level Objectives

This document was last modified [November 2, 2021] and may updated from time to time by Datavalet.

Datavalet will use commercially reasonable effort to achieve the Service Level Objectives according to the definitions outlined below.

Management Category	Measurement	Definition	Target
End-User Help Desk	Availability	Period of time when the Help Desk is available to the customer	24x7x365
	Responsiveness	Ability to answer all calls within a maximum waiting time	80% of all calls answered within 60 seconds
Availability	Service Availability	Percentage of time during every monthly period where the service is available, excluding Excused Outages (i) and (ii)	99.9%

- (i) Scheduled Maintenance, where Datavalet will perform Scheduled Maintenance of its software platform between 10:00 p.m. and 5 a.m. EST.
- (ii) Circumstances beyond Datavalet’s control, including without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labour problems, and equipment and telecommunications failures, delays, attacks or intrusions that are external to the Datavalet hosting environment and/or otherwise not reasonably under Datavalet’s control, provided Datavalet or its authorized service provider takes reasonable and commercial care to prevent such failures, delays, attacks or intrusions.