

# Jumbula Service Level Agreement

---

The Jumbula Service Level Agreement (SLA) is applicable during the active term of paid service with Jumbula. This SLA does not apply to a client who is on a free plan or is conducting a free-trial plan. If Jumbula does not meet its obligations specified within this SLA, clients will be eligible to request and receive a credit. This credit will be the sole and exclusive remedy of any failures by Jumbula to meet the SLA requirements.

## Definitions

---

- Commencement date. The date a client first accesses Jumbula services with a paid plan.
- Measurement period. The consecutive twelve (12) month period ending on the anniversary of the commencement date.

## Uptime Commitment

---

The Jumbula services will be operational and available to clients on a twenty-four hour, seven days a week (24x7) basis at least 99.9% of the time in any measurement period.

## Uptime Percentage

---

The uptime percentage will be calculated over a consecutive twelve (12) month period ending on the anniversary of the commencement date as follows:

$$\text{uptime percentage} = (\text{total} - \text{downtime} - \text{excluded}) \div (\text{total} - \text{excluded})$$

Where:

- “total” is the total number of minutes in the measurement period
- “downtime” means performance issues in minutes during the measurement period that is not excluded
- “excluded” means performance issues caused by any of the followings:

- ✓ Scheduled maintenance with at least forty eight (48) hours of prior notice
- ✓ Overall Internet slowdown or unavailability
- ✓ Suspension of service by Jumbula
- ✓ Performance issues caused by a client's computer hardware, software, or network infrastructure
- ✓ Force majeure events outside the control of Jumbula

## Service Credit

---

Service credit will be given in the form of an account credit, which will reduce future payments made to Jumbula until the service credit has depleted.

- If the uptime percentage is less than 99.9% and greater than or equal to 99% the client will receive 15 days of service credit.
- If the uptime percentage is less than 99% and greater than or equal to 95% the client will receive one (1) month of service credit.
- If the uptime percentage is less than 95% the client will receive six (6) months of service credit.

## Terms

---

- You must request service credit within thirty (30) days after the end of the applicable measurement period.
- The maximum service credit allowed is six (6) months of service.
- Service credits are only issued in the form of an account credit for future billing with Jumbula.
- If you believe the uptime commitment has not been met in a measurement period, in order to receive a credit you must send a request via email to [support@jumbula.com](mailto:support@jumbula.com). You must include dates, times and descriptions of each instance of downtime and submit all the necessary supporting calculations. All properly submitted credit requests will be verified against Jumbula's system records.
- This SLA is only available with a paid service plan in good standing for a minimum of twelve (12) consecutive months. You are not eligible to receive credit for any measurement period in which you failed to meet your payment obligations to Jumbula.