

Zoom guarantees a monthly uptime of 99.9%. In the event of SLA breaches, the following service credits will apply:

- Uptime 99.5% to 99.9%: 5% monthly service credit
- Uptime 99.0% to 99.5%: 10% monthly service credit
- Uptime below 99.0%: 20% monthly service credit

Credits are calculated based on the monthly invoice value.

Claim Process:

- Customer must submit a claim within 30 days of the reported SLA breach.
- Zoom will validate the claim and apply the service credit to the following billing cycle.