Service Legal Agreement

Worksson Inc. provides a nine nine.99% period commitment for patrons on the Business+ set up and higher than (our Service Level Agreement or SLA). If we tend to let down our ninety-nine% period of time commitment and your space (or, within the case of Enterprise Grid, your org) is affected, worksson Inc. Will apply a Service Credit to your account for future utilization

To review current and historical periods of time, visit Worksson Inc. standing.

SLA breakdown

Downtime

Downtime is that the overall variety of minutes Worksson Inc. was unprocurable throughout a Worksson Inc. commercial enterprise quarter (i.e., February one through April thirty and each 3-month amount thereafter). Worksson Inc. calculates inaccessibility mistreatment server observation package to live the server aspect error rate, ping check results, internet server tests, TCP port tests, and website tests.

Downtime excludes the following:

Slowness or different performance problems with individual options (link expansions, search, file uploads, etc.)

Issues that are associated with external apps or third parties, as well as Worksson Inc. Connect

Any product or options are known as the pilot, alpha, beta or similar

External network or instrumentality issues outside of our cheap management, like unhealthy routing tables between your net service supplier (ISP) and our server

The scheduled time period for maintenance

Uptime Commitment

Uptime is that the share of total doable minutes Worksson Inc. was on the market throughout a commercial enterprise quarter. Our commitment is to take care of a minimum of ninety-nine.99% Uptime:

[(total minutes in quarter - Downtime) / total minutes in quarter] > ninety nine.99%

Scheduled time period

Sometimes we want to perform maintenance to stay Worksson Inc. operating swimmingly. If a scheduled time period is important, we'll provide you with a minimum of forty-eight hours advance notice. In a year, the scheduled time period won't exceed ten hours.

Service Credits

If we tend to let down of our period of time commitment, we'll apply a credit to every affected account adequate ten times the number that space (or, as applicable, org) paid throughout the amount Worksson Inc. was down (we decision these Service Credits).

Service Credits aren't refunds, can't be changed into a money quantity, are capped at most of thirty days of paid service, need you to own paid any outstanding invoices, and expire upon termination of your client contract. Service Credits are the only and exclusive remedy for any failure by Worksson Inc. to satisfy its obligations below this SLA.

Note, the time period doesn't affect everybody at a similar time or within the same means. for instance, some accounts could receive Service Credits throughout AN outage in their region, whereas different accounts in different regions that haven't been equally affected won't.

Updates

As our business evolves, we tend to could amendment our Service Level Agreement. Customers will review the foremost current version of the Service Level Agreement at any time by visiting this page.