

# Service Level Agreement (SLA)

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## COMPLIANCE

The PowerGP Online environment is SOX compliant and undergoes annual, independently conducted SSAE-16 SOC1 Type II audits to address internal controls and security. In addition, Microsoft Azure (North America) Compliance can be found at:

<https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings>

## APPLICATION AVAILABILITY AND UPTIME

PowerGP Online is deployed on Microsoft Azure and is subject to Azure Service Level Agreement (SLA).

The SLA for individual Azure Services can be found at:

<https://azure.microsoft.com/en-us/support/legal/sla/>.

| PowerGP Online Edition | Uptime Guarantee | Financially Backed |
|------------------------|------------------|--------------------|
| Essentials             | 99.5%            | No                 |
| Professional           | 99.5%            | Yes                |



## SERVICE CREDITS

In the event that PowerGP Online Professional Edition fails to meet the financially backed 99.5% uptime guarantee within any given month, and PowerGP Online determines in its reasonable judgement that such downtime was caused for reasons within PowerGP Online’s reasonable control and not as a result of any action or inaction of Customer or any third parties, PowerGP Online will issue a service credit to CUSTOMERS using the Professional Edition as follows:

| Total Monthly Availability % | Service Credits    |
|------------------------------|--------------------|
| <99.5%                       | 5% of Monthly Fee  |
| <99.0%                       | 10% of Monthly Fee |
| <98.0%                       | 25% of Monthly Fee |

- 🔌 To be eligible to receive a credit, Customer must notify PowerGP Online Support while the downtime is occurring.
- 🔌 To receive any applicable credits, Customer must request the credit of PowerGP Online Customer Service within three (3) business days from the time the downtime was initially reported. Additionally, Customer must provide all reasonable details regarding the Claim, including but not limited to, detailed description of the Incident, the duration of the Incident, the number of affected users and the locations of such users and any attempts made by Customer to resolve the Incident. PowerGP Online will contact Customer to review the status of the credit request and to determine the applicable credit, if any, due Customer.
- 🔌 PowerGP Online will make a decision regarding the issuance of a credit within 30 calendar days from receipt of a credit request from CUSTOMER.
- 🔌 The Service Credit will be applied to the next monthly subscription invoice issued after the credit request has been approved.

**Downtime does not include the following performance or availability issues that may affect the Service:**

1. The period of time when the Service is not available as a result of Scheduled Downtime;
2. That resulted from CUSTOMER’S or third party hardware, software or services;
3. That are directly related to the installation of an application upgrade and/or patch;
4. That are related to work being performed outside of a scheduled maintenance window at CUSTOMER’S request;
5. That are caused by bugs within an application that was not developed by PowerGP Online;
6. Having to do with work-in-process and/or application issues that do not prevent the overall use of the application.



7. That resulted from actions or inactions by CUSTOMER or CUSTOMER’S employees, agents, contractors, or vendors, or anyone gaining access to PowerGP Online’s network by means of CUSTOMER’S passwords or equipment;
8. That were caused by CUSTOMER’S use of the Service after PowerGP Online and/or Microsoft advised CUSTOMER to modify its use of the Service, if CUSTOMER did not modify its use as advised;
9. Intermittent periods of Downtime that are five minutes or less in duration.

## Backup and Retention Policy

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### SQL DATABASES

PowerGP Online uses the SQL Agent to backup SQL Databases to Azure Storage Accounts. We make Backups on the following Schedule and regularly validate our ability to restore these backups:

| Backup          | When Made                                    | Retention |
|-----------------|--|-----------|
| Nightly Backups | Every Night                                  | 30 Days   |
| Monthly Backups | Evening of 1 <sup>st</sup> Day of each Month | 12 Months |
| Annual Backups  | Evening of Jan 1 <sup>st</sup>               | 1 Year    |

### VIRTUAL MACHINES

PowerGP Online uses the Azure Recovery Services Vault for backing up Azure Virtual Machines. We make Backups of Azure Virtual Machines on the following Schedule:

| Backup          | When Made   |
|-----------------|-------------|
| Nightly Backups | Every Night |

