



Goodfinity Service Level Agreement

Last modified: April 23, 2025

Goodfinity SLA

During the Term of the agreement under which Goodfinity has agreed to provide the applicable Covered Services to Customer (as applicable, the "Agreement"), the Monthly Uptime Percentage will be at least 98.0% in any calendar month (the "Goodfinity SLA"). If Goodfinity does not meet the Goodfinity Workspace SLA, and if Customer complies with the requirements under this Goodfinity SLA, Customer will be eligible to receive the Service Credits described below. This Goodfinity SLA states Customer's sole and exclusive remedy for any failure by Goodfinity to meet the Goodfinity SLA.

Definitions

The following definitions shall apply to the Goodfinity SLA.

"Downtime" means, for a domain, a period of time during which the user web interface for the applicable Covered Services used by Customer has more than a five percent user error rate. Downtime is measured based on server side error rate.

"Covered Services" means Goodfinity Covered Services, as applicable.

"Monthly Uptime Percentage" means total number of minutes in a calendar month minus the number of minutes of Downtime in a calendar month, divided by the total number of minutes in a calendar month.

"Service" means the Goodfinity Services.



"Service Credit" means the following:

Monthly Uptime Percentage	Days of Service added to the end of the Service term *
< 98.0% - > = 95.0%	3
< 95.0% - > = 90.0%	7
< 90.0%	15

*(for offline billing customers), or monetary credit equal to the value of days applied to a future invoice (for online billing customers), for the applicable Covered Service(s) that did not meet the Goodfinity Workspace SLA.

Customer Must Request Service Credit

In order to receive any of the Service Credits described above, Customer must notify Goodfinity (or, if Customer ordered Services from a Reseller, Customer must notify Customer's Reseller who must notify Goodfinity) by creating a support case within thirty days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit. If Customer ordered Services from a Reseller and complies with this requirement, Customer will receive the applicable Service Credit from Customer's Reseller on behalf of Goodfinity.

Maximum Service Credit

The aggregate maximum number of Service Credits to be issued by Goodfinity (or, if Customer ordered Services from a Reseller, by Customer's Reseller on behalf of Goodfinity) to Customer for all Downtime that occurs in a single calendar month for the applicable Covered Service shall not exceed fifteen days of Service added to the end of Customer's term for that Covered Service (or the value of 15 days of Service in the form of a monetary credit if Customer is billed monthly). Service Credits may not be exchanged for, or converted to, monetary amounts, except where Customer purchased online and is billed monthly, in which case Goodfinity will apply an equivalent credit on a future invoice for Customer.



Goodfinity Workspace Essentials Service Credit

If Customer orders Goodfinity Workspace Essentials edition directly from Goodfinity, any Service Credits that may be due to Customer will be issued in the form of monetary credits (and not additional Service days) that will be applied to Customer's next invoice. If Customer orders Goodfinity Workspace Essentials edition from a Reseller, Goodfinity will issue to Customer's Reseller any Service Credits that may be due to Customer in the form of monetary credits (and not additional Service days).

Goodfinity Workspace SLA Exclusions

This Goodfinity Workspace SLA does not apply to (i) any services that expressly exclude it (as stated in the documentation for such services), (ii) any services comprised within the Goodfinity Workspace Essentials Starter edition (notwithstanding that this SLA may define such services as Goodfinity Workspace Covered Services), or (iii) any performance issues: (a) caused by factors described in the "Force Majeure" section of the Agreement; (b) that resulted from Customer's equipment and/or third party equipment, (not within the primary control of Goodfinity); or (c) that resulted from Customer's or its End Users' abuses or other behaviours that violate the Agreement.