Goodfinity Service Level Agreement

Last modified: October 29, 2026

Goodfinity SLA

During the term of the agreement under which Goodfinity, a division of Level Up Strategies Inc., provides the Insights Engine platform to the Customer (the "Agreement"), the Monthly Uptime Percentage will be at least 98.0% in every calendar month (the "Goodfinity SLA"). If Goodfinity does not meet the Goodfinity SLA and the Customer meets its obligations under this SLA, the Customer is eligible for the Service Credits below. This SLA states the 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 a period during which the Customer's users cannot use the platform's web interface because of a server-side error rate above five percent. Downtime is measured from Goodfinity's server-side records.

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

"Service Credit" means days of service added to the end of the Customer's term or, for Customers billed monthly, a credit equal to the value of those days applied to a future invoice.

"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.

How to Claim: Customer Must Request Service Credit
The Customer must request a Service Credit by email to circle@goodfinity.ca within thirty (30) days of the end of the month in which the Customer became eligible, giving the dates and times of the Downtime. Requests made after that period are forfeited. The total Service Credits for a single calendar month will not exceed fifteen (15) days.

Exclusions
The Goodfinity SLA does not apply to downtime caused by: (a) factors outside Goodfinity's reasonable control, including internet or network failures beyond the platform and events of force majeure; (b) the Customer's or a third party's equipment, software, network or connected services; (c) the Customer's acts or omissions, or use of the Services in breach of the Agreement or the Acceptable Use Policy; (d) scheduled maintenance announced in advance through the platform or by email, or emergency maintenance required for security; or (e) features identified as beta, preview or experimental.