



## LABSTATS CLOUD SERVICE LEVEL AGREEMENT (SLA)

LabStats strives to offer uninterrupted service to all customers. LabStats works proactively to achieve this objective by following industry best practices for product development and delivery, and by selecting top-tier cloud hosting providers. As proof of this commitment, LabStats provides this SLA to all cloud customers and guarantees the availability of its service.

### Guarantee

LabStats guarantees the cloud hosted service will remain available with 99.0% monthly uptime. Uptime is calculated using the following formula:

$$\text{Uptime} = \frac{\text{Total Minutes in Month} - \text{Total Downtime Minutes in Month}}{\text{Total Minutes in Month}}$$

Certain events or conditions are not factored into downtime, such as the following:

- Outages due to product updates and planned maintenance.
- Outages caused by actions taken by the customer outside of the acceptable use of the service.
- Outages caused by systems under customer control, such as on-premises Active Directory or SMTP servers.
- Outages which affect only a portion of the service and do not impact the primary function of the product.
- External network or internet problems outside of LabStats' control, which occur between the customer and LabStats servers.

As further clarification, service slowdowns are not deemed as outages and do not affect the calculation of uptime.

### Service Credit

If LabStats falls short of the uptime commitment, LabStats will offer service credit to affected customers using the following guidelines:

- In any calendar month in which the uptime guarantee is not met, affected customers will be eligible to receive three days of service credit. A maximum of thirty six days of credit can be earned per year.
- Service credit must be requested by the customer within thirty days following the calendar month in which the uptime guarantee applies. Any credit not requested within this time period expires and cannot be redeemed.
- Service credit may be redeemed at the end of the existing service contract, at the customer's request, and can be applied towards a renewed service contract.

As proof of this commitment, LabStats has built in a fail-safe to prevent loss of historical data, provides this SLA to all cloud customers, and guarantees the availability of its service.