

Mapiq Service Level Agreement

Version 4.0

Service Availability. Mapiq offers a 99.8% availability of the platform, measured on a monthly basis. The platform is accessible 24/7 for all users. Our Service Availability is 99.8%, calculated by:

$$\text{Service availability} = 100\% - \left(\frac{\text{Failed window count}}{\text{Total window count}} \times 100\% \right)$$

Where a **Window** is defined as 15 minutes, **Total Windows** is all windows measured during a month. A **Failed window** is defined as:

$$\text{Failed window} = \frac{\text{Failed requests count}}{\text{Total request count}} \geq 5\%$$

A failed request is an API call to Mapiq's server where the HTTP response code is 5XX. 5XX codes are server errors that occur when the Mapiq server fails to fulfill the request.

Downtime is measured over our Service Availability, Downtime excludes:

- Degradation of an individual feature;
- Issues related to external apps or third parties connected to Mapiq;
- Any of the Exclusions stated in our **Support Policy**;
- Planned in **Maintenance**.

Service credits. If Mapiq fails to meet the Availability Standard in a specific month and the Customer submits a request to support@mapiq.com for service credits within thirty (30) days after the end of that month. The Customer will be eligible for a credit corresponding to the monthly portion of the annual Services provided in that month ("Service Credit"). The Service Credit is calculated as follows:

Service Availability Percentage Service Credit

Service availability	Service credit percentage
99.5% or greater	No credit
99% to 99.5%	5%
98.5% to 99.0%	10%
98% to 98.5%	15%
97.5% to 98%	20%
Less than 97.5%	30%

Service Credits will be applied proportionately as an extension to the contract term. (For example, if for 30 days Mapiq's availability is less than 97.5%, then the service will be made available for an additional 30% x 30 days, equaling 9 days after the contract period at no additional cost). Please note that no refunds will be issued for unused Service Credits.

To reiterate, Service Credits:

- Are not refunds;
- Can not be exchanged for a cash amount;
- Can be requested within 30 days after the end of the month where the Availability standard was not met;
- Expire upon termination of your contract term;

- Can't be claimed if based on Scheduled Downtime/Maintenance;

Maintenance. To ensure Mapiq keeps running smoothly, Mapiq sometimes needs to perform maintenance on the Service. Depending on the maintenance to be done, it can mean scheduled downtime is necessary. A notice is given 5 working days in advance.

SLA Changes. Mapiq may make changes to this SLA from time to time. We will not modify the terms of your SLA during the initial term of your subscription; however, if you renew your subscription, the version of this SLA that is current at the time of renewal will apply throughout your renewal term.