OKRs Tool

Kingspoint OÜ

Service Level Agreement

OKRs Tool Enterprise · Version 1.0 · 17 November 2026

This Service Level Agreement ("SLA") sets out the availability, support and maintenance commitments that Kingspoint OÜ, trading as OKRs Tool ("we"), gives to customers on the OKRs Tool Enterprise plan ("you"). It forms part of your subscription agreement and applies for the subscription term.

1. Availability

We commit to 99.9% monthly availability of the OKRs Tool production application. Availability is measured by our automated monitoring as the percentage of minutes in a calendar month in which the application is reachable and users can sign in, excluding the events in Section 6.

2. Service Credits

If availability in a calendar month falls below the commitment, you are entitled to a credit against your next renewal or invoice, calculated on the monthly equivalent of your annual fee:

Monthly availability	Service credit
Below 99.9%	5% of the monthly fee
Below 99.0%	10% of the monthly fee
Below 95.0%	25% of the monthly fee

To claim a credit, email us within 30 days of the end of the affected month. Service credits are your sole remedy for availability below the commitment, and total credits in any month will not exceed 25% of the monthly fee.

3. Support

Support is provided by email in English, Monday to Friday, 09:00 to 17:00 Tallinn time, excluding Estonian public holidays. Contact: steven@okrstool.com, +372 5661 4404.

Severity	Definition	First response
1 – Critical	The service is unavailable, or there is a suspected security or data incident.	Within 4 business hours
2 – Major	A core feature is unusable and there is no workaround.	Within 1 business day
3 – Minor	A feature is impaired but a workaround exists.	Within 2 business days
4 – Request	Questions, how-to help and feature requests.	Within 5 business days

Response times are the time to a first substantive reply. For Severity 1 issues we keep working on the issue during business hours until it is resolved or a workaround is in place, and we keep you updated.

4. Bug Fixes

Defects in the service are fixed at no additional cost, prioritised by severity. Severity 1 and 2 defects are prioritised over all other development work.

5. Maintenance

Updates are normally deployed without downtime. If planned maintenance is expected to affect availability, we give at least 48 hours' notice by email. Emergency maintenance needed to protect the security or stability of the service may be carried out without notice.

6. Exclusions

The availability commitment does not cover unavailability caused by:

- planned maintenance notified in line with Section 5
- events outside our reasonable control, including failures of the public internet or of third-party providers beyond our control
- your systems, networks, identity provider or integrations, or use of the service contrary to the agreement
- suspension under the agreement
- features labelled beta, preview or pilot

7. Incident Communication

We notify you by email of any Severity 1 incident affecting your organisation and confirm when it is resolved. Personal data breaches are notified as set out in the Data Processing Agreement.

8. Backups

Customer data is backed up daily, with 7-day retention, in the same EU region as the production database.