



OneReg Service Level Agreement

Last updated: July 2, 2024

1. Introduction

This OneReg Service Level Agreement (“SLA”) applies to the Services provided by OneReg to the Client for the term of the Contract. The purpose of this SLA is to detail OneReg’s commitment to ensuring client satisfaction and to detail your responsibilities, as the Client, to ensure we deliver you the most efficient and effective resolution to any issues you may experience.

2. Service Level Objective

OneReg will use commercially reasonable efforts to make the OneReg Service available to you a minimum of 99.5% of the time in any one-month period. In the event OneReg does not meet this Service Level Objective, you will be eligible to request to receive a Service Credit as described below.

3. Service Credits

Service credits may be available to the Client in accordance with the table below. Service Credits are calculated as a percentage of the fees paid or payable for the month in which the Monthly Availability fell short of the Service Level Objective. The Service Credit will be applied by OneReg to future payments otherwise due from you to OneReg. Service Credits cannot be transferred and will only be refunded in the form of cash at the discretion of OneReg. Unless otherwise agreed, the sole and exclusive liability for any unavailability of the Service is the issue of Service Credits, if eligible, by OneReg to you and in accordance with the terms of this SLA. You must request the Service Credits in writing to OneReg within three (3) months following the month where the Service Level Objective was not met.

Monthly Availability of the OneReg Service	Service Credit Percentage
99.0—<99.5% available	10%
96-98.9%	25%
<91-95%	75%
<90	100%



4. Your Responsibilities

Should you notice any issue, unavailability or error with the Service you must use commercially reasonable efforts to communicate this with OneReg as soon as possible by contacting support@onereg.com with the subject line “issue, unavailability or error” and a description of the issue.

5. OneReg Response Times

In addition to OneReg’s responsibilities with regard to the Service Level Objective, OneReg will use commercially reasonable efforts to respond to and resolve any issues raised by you as soon as possible after you have contacted OneReg in accordance with this SLA.

Notwithstanding the foregoing, OneReg will endeavour to adhere to the following response times according to the severity of the issue:

Priority of issue	Response Time	Impact Severity Example
P1 (Urgent)	Within one hour of receiving the report	Multiple OneReg Clients cannot access OneReg
P2 (High)	Within six hours of receiving the report	Multiple users cannot access OneReg
P3 (Medium)	Within one business day of receiving the report.	Part of the OneReg system is inaccessible or causing an error that is impacting business operations
P4 (Low)	Within three business days.	A minor issue has been detected within OneReg with low business impact.

The response time is the time it takes OneReg’s support team to respond to a problem reported by you in accordance with this SLA and to start investigating the issue. Reporting of all incidents must be made via Support@Onereg.com. Once acknowledged, you will be provided instructions on methods to escalate an issue further. We also recommend contacting your internal IT department for support.

6. Exclusions

The Service Level Objective does not apply to any unavailability, suspension or termination of the OneReg Services caused by 1) your intentional or unintentional misuse of the OneReg Service, 2) suspension or termination of the Services to you, 3) your failure to adhere to OneReg’s policies, procedures or instructions communicated to you by OneReg with regard to the use of the Service, and 4) any events outside the reasonable control of OneReg.



7. Review

This SLA may be amended by OneReg from time to time by providing the Client with written notice.

7.1 Escalation Process

Once you have notified us of an issue, you will receive an acknowledgment via email. Within this notification will be details on escalation options should you have an issue that has not been responded to in reasonable time or you are not satisfied with the response or outcome.

7.2 Definitions

Term	Description
Contract	The written agreement between the Client and OneReg for the Services.
Monthly Availability of the OneReg Service	The amount of time the OneReg Service is available for use by the Client in any calendar month. The OneReg Service will be considered available for use unless there is a full system outage that makes it impossible to access the OneReg Service or multiple system bugs that make the Service unavailable for use in accordance with the description of the Service. The Service will be deemed available unless reported by Client to OneReg in accordance with this SLA.
OneReg Service(s)/Service(s)	The OneReg solution as described and set out in the Contract.
Service Level Objective	The level of service objective described in this SLA that OneReg agrees to provide to the Client.
Service Credit	A financial credit, corresponding to the amount calculated in accordance with this SLA that OneReg may credit to your individual account.

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