

Service Level Agreement

Legal & Trust | Last updated: April 2026

This Service Level Agreement applies to paid Zoveto production subscriptions where the applicable order form, proposal, statement of work, Master Service Agreement, or enterprise agreement references this SLA.

Scope

This SLA applies only to covered paid production subscriptions.

Free trials, demos, pilots, evaluation environments, beta features, preview features, and sandbox environments are provided on a best-effort basis unless a written agreement says otherwise.

If an order form, statement of work, or enterprise agreement contains a different SLA, that written agreement controls for that customer.

Monthly uptime commitment

Zoveto will use commercially reasonable efforts to make the covered production services available at least **99.5%** of each calendar month.

Monthly Uptime Percentage = ((Total minutes in the calendar month - Excluded Downtime - Unplanned Downtime) / (Total minutes in the calendar month - Excluded Downtime)) x 100

Unplanned Downtime: A period when the covered paid production service is unavailable due to Zoveto-controlled infrastructure or application issues.

Excluded Downtime: Downtime excluded from the calculation, including scheduled maintenance, emergency maintenance, force majeure, customer-side issues, third-party outages outside Zoveto's reasonable control, beta features, misuse, unpaid accounts, and other exclusions listed in this SLA.

Service monitoring

Zoveto's internal monitoring systems, service logs, operational metrics, and availability records shall be used to determine service availability and uptime calculations unless otherwise agreed in writing.

Partial service degradation

Partial degradation affecting specific modules, integrations, workflows, features, or customer environments may be treated as service degradation rather than complete service unavailability.

Support tiers by plan

Plan	Support channel	Coverage	SLA credits
Free / Evaluation	Email or form	Best effort	Not available
Starter	Email or form	Business hours	Available only if the order form includes paid production SLA coverage
Growth	Email or form	Business hours priority support	Available for covered paid production subscriptions
Enterprise	Email, form, and agreed customer-success channel	Business hours or contract-defined coverage	As stated in this SLA or the order form

Business hours means Monday to Friday, 10:00 AM to 6:00 PM India Standard Time, excluding Indian public holidays, unless otherwise stated in an order form.

Priority levels

Priority	Description	Examples
P1 Critical	Production service is unavailable or a critical business workflow is blocked for most users with no reasonable workaround.	Full platform outage, login unavailable for all users, critical data processing unavailable.
P2 High	Major functionality is degraded or unavailable for multiple users, but a workaround exists.	Key module unavailable, severe performance degradation, integration failure affecting active workflows.
P3 Medium	Non-critical issue affecting limited users or non-core functionality.	Reporting issue, minor workflow defect, configuration issue, UI issue that does not block operations.
P4 Low	General question, cosmetic issue, documentation request, enhancement request, or non-urgent configuration help.	How-to question, copy issue, non-blocking UI improvement, feature request.

Response targets

The targets below are for first response and update cadence only. Zoveto does not guarantee resolution times. Resolution is handled on a commercially reasonable effort basis.

Priority	Target first response	Target update cadence	Resolution approach
P1 Critical	4 business hours	Every business day or when materially updated	Commercially reasonable continuous effort during business hours until mitigated or workaround provided
P2 High	1 business day	Every 2 business days or when materially updated	Commercially reasonable effort to restore functionality or provide workaround
P3 Medium	2 business days	As needed	Scheduled into normal support or product workflow
P4 Low	3 business days	As needed	Handled through normal support, documentation, or product review

Incident escalation

Critical incidents may be escalated internally to engineering, operations, security, management, and other appropriate teams to restore service availability and mitigate customer impact.

Service credits

If Zoveto fails to meet the 99.5% monthly uptime commitment for a covered paid production subscription, Customer may be eligible for a service credit against future subscription fees for the affected service.

- Service credits are calculated only on the monthly recurring subscription fee for the affected service.
- Credits exclude taxes, implementation fees, professional services, discounts, one-time fees, support add-ons, and third-party charges.
- Service credits are Customer's sole and exclusive remedy for failure to meet the uptime commitment, unless otherwise required by law or agreed in writing.
- Credits are not refunds and cannot be exchanged for cash.
- Credits apply only to future invoices.

Monthly Uptime Percentage	Service Credit
99.0% to below 99.5%	5% of the monthly subscription fee for the affected service
95.0% to below 99.0%	10% of the monthly subscription fee for the affected service
Below 95.0%	20% of the monthly subscription fee for the affected service

Credit claim process

- Customer must submit a credit request to support@zoveto.com within 15 days after the end of the calendar month in which the alleged SLA failure occurred.
- The request must include affected dates/times, affected users or workflows, screenshots/logs if available, and a short description of business impact.
- Zoveto will review service logs and support records in good faith.
- Approved credits will be applied to a future invoice.

Exclusions

This SLA does not apply to downtime, delay, loss, degradation, or support issues caused by:

- scheduled maintenance with reasonable notice where practical
- emergency maintenance required to protect security, availability, or integrity
- force majeure events
- customer-side internet, network, device, browser, firewall, VPN, configuration, or access issues
- customer misuse, unauthorised use, breach of agreement, or failure to follow documentation
- unpaid, suspended, cancelled, or expired accounts
- third-party services, APIs, hosting, telecom, payment, email, DNS, identity providers, or integrations outside Zoveto's reasonable control
- beta, preview, pilot, trial, sandbox, or experimental features
- data imports, migrations, custom implementation work, or professional services unless expressly covered in an order form
- security actions taken to protect systems or data
- issues caused by customer data quality, customer configuration, or customer-created workflows
- planned product updates, feature releases, or maintenance windows
- partial service degradation that does not make the covered production service unavailable
- events for which Zoveto cannot reasonably identify downtime from internal monitoring systems, service logs, operational metrics, or availability records

Scheduled maintenance windows

Scheduled maintenance windows will generally not exceed eight (8) hours per maintenance event unless emergency circumstances, security requirements, or operational considerations require otherwise.

- Zoveto may perform scheduled maintenance to maintain security, reliability, and performance.
- Zoveto will use reasonable efforts to schedule maintenance during lower-usage periods and provide notice where practical.
- Emergency maintenance may be performed without advance notice where needed to protect the service, customers, or data.

Capacity management and abuse prevention

Zoveto reserves the right to implement rate limits, capacity controls, abuse prevention measures, traffic management controls, and operational safeguards necessary to maintain platform security, availability, and reliability.

Customer responsibilities

- Customer must maintain accurate admin and support contact details.
- Customer must promptly report incidents with enough detail for Zoveto to investigate.
- Customer must maintain appropriate user permissions, internal controls, backups/export processes where required by its own policies, and network/device security.
- Customer must not misuse the services, overload systems, bypass limits, or interfere with platform availability.

Relationship with MSA and order form

This SLA forms part of the applicable agreement only when referenced by an order form, proposal, Master Service Agreement, statement of work, or enterprise agreement.

If there is a conflict between this SLA and a signed order form or enterprise agreement, the signed order form or enterprise agreement controls for that customer.

Survival

Provisions relating to service credits, payment obligations, confidentiality, limitations of liability, dispute resolution, and any provisions intended by their nature to survive shall survive termination or expiration of the applicable agreement.

Contact

Support: support@zoveto.com

Security: security@zoveto.com