

Service Level Agreement (SLA)



Uptime Commitment

upSkillScore, LLC will use commercially reasonable efforts to make the Service available with a Monthly Uptime Percentage of at least 3 nines (99.9%).

Definitions

"Service Outage" is defined as a period of time where the upSkillScore platform is unreachable via the public internet for substantially all authorized users, or where the core functionality (the assessments and dashboards) is non-functional for all users.

"Downtime" is the total accumulated minutes during a calendar month in which the Service is in a state of Service Outage.

Service Credits

If the Uptime Commitment is not met, Customer may be eligible for a credit (e.g., 5% of monthly fees for every 1% of downtime below the target).

Exclusions

- The Uptime Commitment does not apply to:
- Scheduled Maintenance: Conducted between 12:00 AM and 4:00 AM EST on weekends, with 72 hours notice.
 - Force Majeure: Acts of God, war, or global internet outages.
 - Third-Party Failures: Outages caused by our hosting providers (e.g., AWS/Azure) that are outside our direct control.
 - Customer Acts: Issues caused by Customer's own network or unauthorized modifications.

Credits must be requested within 30 days of the outage and are the Customer's sole and exclusive remedy for any failure to meet the Uptime Commitment.