

# Service Level Agreement

Version 2.1, in force from 5 October 2026

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How available we guarantee the service to be, when we carry out maintenance, how quickly we reply and what you are owed if we fall short.

Legal references

Contractual document referred to in article 11 of the Terms of Service

## 1. Availability

The Provider undertakes to keep the service available for at least **99.5% of each calendar month**, measured in minutes.

The following do not count as unavailability:

- scheduled maintenance announced as set out in section 2;
- outages caused by the Customer's internet connection, devices or local network;
- outages of external services connected by the Customer (Slack, Microsoft Teams, webhooks, API connectors, AI assistants);
- force majeure events under article 20 of the Terms of Service;
- lawful suspensions under article 13 of the Terms of Service.

## 2. Maintenance

- **Scheduled:** normally outside European business hours, announced at least **48 hours** in advance by email and in the application. Capped at 4 hours per month. Because our customers are in several time zones, we choose the window that affects the fewest of them.
- **Urgent:** without notice, when needed to protect security or data integrity. We report it as soon as possible, with its cause.
- Routine software updates happen without noticeable interruption and do not count as maintenance.

## 3. Support

Support is requested by email at [amministrazione@outlinedigital.it](mailto:amministrazione@outlinedigital.it) and answers in English, Monday to Friday, 9:00 to 18:00 Central European Time (CET/CEST), excluding public holidays at the Provider's registered office. "Business hours" and "business days" in this document refer to these hours and days.

| Severity | What it means                                                                                                                                  | First response          | Commitment                                                                 |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------|
| Blocking | The service cannot be reached, or an essential function (signing in, opening projects and tasks) does not work for all users of the workspace. | within 4 business hours | Continuous work until the service is restored or a workaround is in place. |
| Severe   | An important function does not work, but there is another way to work.                                                                         | within 1 business day   | Fix in the next suitable release.                                          |
| Ordinary | A limited malfunction, a configuration question, a change request.                                                                             | within 3 business days  | Scheduled by priority.                                                     |

**First-response** times are guaranteed; resolution times depend on the nature of the problem and are not guaranteed

as fixed times.

#### 4. Backups and restore

- Daily backup of all databases.
- Rotation: **7 daily, 4 weekly, 3 monthly** copies.
- Recovery point objective (how much data can be lost in the worst case): **24 hours**.
- Recovery time objective (how long it takes to bring a workspace back): **8 business hours** from the request.
- Restores are per workspace, without touching other customers.
- Backups cover the data in the databases, to which the objectives above refer. The files you upload are not included in the backups: see section 8 of the Security Measures (<https://work.omegasuiteapp.com/legal/security>).

##### A restore overwrites

Rolling a workspace back to yesterday's copy means losing the work done since then. Before any restore we always ask for written confirmation from someone entitled to decide.

#### 5. If we miss the availability target

A Customer that finds the target in section 1 has not been met may request a service credit within **30 days** of the end of the month concerned, by writing to [amministrazione@outlinedigital.it](mailto:amministrazione@outlinedigital.it).

| Availability in the month | Service credit         |
|---------------------------|------------------------|
| from 99.0% to below 99.5% | 10% of the monthly fee |
| from 97.0% to below 99.0% | 25% of the monthly fee |
| below 97.0%               | 50% of the monthly fee |

The credit is applied to the next fee and is the sole remedy for failure to meet the service levels, without prejudice to article 17.6 of the Terms of Service for cases of wilful misconduct or gross negligence.

#### 6. Data export

Exporting your data in open formats is **always available, self-service and free of charge**, throughout the contract and for 30 days after it ends. It needs no request and has no processing time.

The current full text is always available at <https://work.omegasuiteapp.com/legal/sla?lang=en>. For any question: [amministrazione@outlinedigital.it](mailto:amministrazione@outlinedigital.it).