



Jatheon Cloud

Service Level Agreement

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Terminology:

TERM	DESCRIPTION
Availability	Means that the Customer is able to access the archive and is measured using the formula specified in section 1.0 .
Downtime	Refers to service interruptions that temporarily prevent access to the major functions of the production platform.
Outages	Refers to unplanned service interruptions that temporarily prevent access to the major functions of the production platform.
Planned Maintenance	Refers to (a) maintenance that occurs during normal maintenance windows and (b) maintenance that occurs outside normal maintenance windows for which Jatheon has provided notice.

1.0 Jatheon Uptime Commitment

The production environment of the Jatheon Cloud email archiving platform runs on the AWS (Amazon Web Services) public cloud. Jatheon uptime commitment is valid only for Jatheon Cloud itself, not for AWS and their services.

Jatheon Cloud will be available 99.9% of any calendar month, assuming the healthy status of AWS services.

Jatheon Cloud relies on the following AWS services:

- S3 – Amazon guarantees uptime of at least 99.9%
- EC2 – Amazon guarantees uptime of at least 99.9%
- EKS – Amazon guarantees uptime of at least 99.9%
- SQS, SNS – Amazon guarantees uptime of at least 99.9%
- SES – Amazon guarantees uptime of at least 99.9%
- RDS – Amazon guarantees uptime of at least 99.95%

Availability (less planned maintenance) = $\frac{\text{Total Minutes in a month} - \text{Total downtime in a Month}}{\text{Total Minutes in a Month}} \times 100$

2.0 Support and Maintenance Services

Jatheon provides 24/7 monitoring of servers, network and applications that deliver the service.

Jatheon offers an online **Help Center** with a knowledge base, a list of FAQs and a live chat service available here: <https://support.cloud.jatheon.com/>

With the exception of Severity Level 1 issues, the Customer must report issues regarding availability or performance of the Services through the following channels:

- submit a ticket by **emailing** support@jatheon.com
- call Jatheon support at **(647)426-1957**
- contact a support agent via the **Jatheon Cloud live chat app**
- send a direct **Facebook** message
- send a direct **Twitter** message

Support requests must include a detailed description of the error or request, including the operating conditions that gave rise to the error.

The individual reporting a support incident will receive an auto-reply notification via email as confirmation of the support request, along with a case number for reference.

Jatheon Support is available:

Monday through Friday from 9 am to 8 pm EST (excluding United States Federal Holidays).

Off-hours phone support is available **24 hours a day**, 365 days a year for issues that fall under **Severity Level 1**. All Severity Level 1 issues must be reported by phone. Jatheon may limit the right to submit support requests to a single or maximum number of authorized users.

Upon receiving a support request, Jatheon will use commercially reasonable efforts to respond to the Customer's request within the mean response time indicated below for the corresponding severity level and address and/or fix errors to the Services reported by the Customer that are **within the control of Jatheon**, based on the resolution process outlined below.

3.0 Severity Levels

PRIORITY	DESCRIPTION	RESPONSE TIME	RESOLUTION PROCESS
1	The issue impacts multiple users: the Service is down, a major functionality is unavailable or materially impacted by performance issues and no workaround is available.	1h	Jatheon will investigate the issue and will work continuously until the error is fixed or until a temporary workaround is implemented.
2	The issue impacts multiple or single users: intermittent disruption of Services or important features are unavailable but a workaround is available.	4h (business hours 9am - 8pm)	Jatheon will investigate the issue during regular business hours and implement a fix or workaround.
3	A minor feature is unavailable, there is a minor performance impact or the Customer makes a routine request.	1 business day	Jatheon will work to provide an immediate fix, fix the issue in the next maintenance release or respond to the routine maintenance request.