

Service Level Agreement

Effective Date: March 3, 2026

Last Updated: June 9, 2026

This Service Level Agreement ("SLA") is incorporated into the Master Subscription Agreement ("Agreement") between Social News Desk, Inc. dba CivAll ("CivAll") and the entity identified in the applicable order form ("Customer"). Capitalized terms not defined herein have the meanings given in the Agreement.

1. Scope

This SLA applies to the CivAll Platform as described in the Agreement. It defines CivAll's commitments regarding Platform availability, scheduled maintenance, service credits, and support services.

2. Platform Availability

2.1. Uptime Commitment

CivAll commits to a monthly Platform availability of ninety-nine point nine percent (99.9%) ("Uptime Commitment"), measured as the percentage of total minutes in a calendar month during which the Platform is Available, excluding Scheduled Maintenance and Excused Downtime.

2.2. Availability Definition

The Platform is "Available" when Customer's Authorized Users can access the Platform's core functionality — including login, navigation, and use of subscribed Products — through standard web browsers. The Platform is "Unavailable" when the Platform is inaccessible or materially non-functional for all of Customer's Authorized Users for a continuous period of at least one (1) minute, as confirmed by CivAll's monitoring systems.

2.3. Uptime Calculation

Monthly Uptime Percentage is calculated as:

$$((\text{Total Minutes in Month} - \text{Unavailable Minutes}) / \text{Total Minutes in Month}) \times 100$$

Where "Unavailable Minutes" excludes Scheduled Maintenance and Excused Downtime.

3. Scheduled Maintenance

3.1. Maintenance Windows

CivAll performs scheduled maintenance during low-usage windows, typically Sunday 2:00 AM to 6:00 AM Eastern Time.

3.2. Advance Notice

CivAll will provide at least forty-eight (48) hours' advance notice for scheduled maintenance expected to result in downtime. Notice will be provided via email to Customer's designated Account Administrator and, when available, via CivAll's status page.

3.3. Emergency Maintenance

CivAll may perform emergency maintenance outside of standard maintenance windows when necessary to address critical security vulnerabilities or imminent threats to Platform stability. CivAll will provide as much advance notice as practicable and will notify Customer promptly after the maintenance is complete.

3.4. Exclusion from Uptime

Scheduled Maintenance periods are excluded from uptime calculations.

4. Service Credits

4.1. Credit Tiers

If CivAll fails to meet the Uptime Commitment in a given calendar month, Customer is eligible for service credits as follows:

Monthly Uptime Percentage	Credit (% of Monthly Subscription Fee)
99.0% to 99.9%	10%
95.0% to 99.0%	25%
Below 95.0%	50%

4.2. Credit Cap

Service credits are capped at one hundred percent (100%) of one month's Subscription fees.

4.3. How Credits Are Applied

Service credits are applied to future invoices and are not paid out as cash refunds. Credits must be used within twelve (12) months of issuance.

4.4. Sole Remedy

Except for the termination right in Section 4.6, service credits are Customer's sole and exclusive monetary remedy for CivAll's failure to meet the Uptime Commitment.

4.5. Credit Request Process

To receive a service credit, Customer must submit a written request to CivAll within thirty (30) days of the end of the calendar month in which the downtime occurred. The request must include the dates and times of the downtime and a description of the impact. CivAll will review the request and respond within fifteen (15) business days.

4.6. Termination for Chronic Failure

In addition to service credits, if the Monthly Uptime Percentage falls below ninety-nine percent (99.0%) in any three (3) months within a rolling six (6) month period, Customer may terminate the affected Product(s) upon written notice and receive a pro-rata refund of prepaid fees allocable to the terminated Product(s) for the remainder of the then-current Subscription Term. Service credits remain Customer's exclusive monetary remedy for individual months of downtime — including any month in which the Uptime Commitment is missed but the Monthly Uptime Percentage remains at or above 99.0% — and this Section adds a termination right only for sustained, material failure.

5. Support Services

5.1. Support Channels

CivAll provides technical support to Authorized Users via email and in-app messaging.

5.2. Support Hours

Technical support is available Monday through Friday, 9:00 AM to 6:00 PM Eastern Time, excluding federal holidays.

5.3. Emergency Support

Emergency support for critical Platform outages is available 24/7.

6. Exclusions

The Uptime Commitment does not apply to Unavailability caused by:

- (a) Scheduled Maintenance as described in Section 3.
 - (b) Factors outside CivAll's reasonable control, including force majeure events (as defined in the Agreement), internet connectivity issues, DNS failures, or failures of Customer's equipment, network, or software.
 - (c) Failures or outages of third-party services on which the Platform relies (including cloud hosting, message delivery, and AI capabilities), as described in the Agreement.
 - (d) The unavailability, modification, deprecation, suspension, or discontinuation of any Third-Party Platform or Integration, as described in Section 2.8 of the Agreement.
 - (e) Customer's misuse of the Platform or violation of the Agreement, including the Acceptable Use Policy.
 - (f) Features labeled as "beta," "preview," or "early access."
 - (g) Actions or inactions of Customer or its Authorized Users, including misconfiguration of Platform settings.
 - (h) Unforeseen and extraordinary spikes in usage volume originating from Customer's deployment that exceed normal operating parameters.
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7. Changes to This SLA

CivAll may update this SLA by providing Customer at least thirty (30) days' advance written notice, in accordance with the operational policy update provisions of the Agreement. Updates will not materially diminish CivAll's commitments during Customer's current Subscription Term.

8. Contact

For support inquiries: Email: support@civall.com

For SLA credit requests: Email: billing@civall.com

Website: <https://www.civall.com>