



**CHECKIN-19**  
**Fast. Safe. Zero-Contact.**

CHECKIN-19.COM

Service Level Agreement

# 1. Overview

CHECKIN-19's SLA service is an **optional**, value-add service designed to provide guarantees around availability and disaster recovery as well providing access to a support desk service which gives you the ability to raise service requests for inquiries, support requests and logging of issues.

CHECKIN-19's Support Level Agreement Includes:

1. Guaranteed service uptime
2. Service credits where we fail to meet uptime guarantees
3. Redundant database backup service
4. Support service

Our SLA & Support service is aimed at entities who wish to have guaranteed access and availability to the CHECKIN-19 service, as well as access to support for any queries, requests, or issues.

## 2. Service Level Agreement

This CHECKIN-19 Service Level Agreement ("SLA") between Digital Stock Limited ("CHECKIN-19", "us" or "we") and users of the CHECKIN-19 Services ("you") governs the use of the CHECKIN-19 services under the provisions of the CHECKIN-19 Terms & Conditions (the "Terms")

Unless otherwise provided herein, this SLA is subject to the provisions of the Terms. This SLA applies separately to each CHECKIN-19 account under. This SLA does not apply to our 'free' CHECKIN-19 plan

### 2.1 Definitions

"Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which the CHECKIN-19 web services were Unavailable. Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any SLA Exclusion.

"Maintenance" means pre-arranged or scheduled temporarily Unavailability of CHECKIN19's web, communicated by us prior to the CHECKIN-19.

"Unavailable" and "Unavailability" mean, the CHECKIN-19 web services are completely unreachable at the fault of CHECKIN-19.

"Credit" means a credit amount NZ dollar, calculated as set forth below, that we may credit back to an eligible account.

## 2.2 Service Commitments and Service Credits

By subscribing to our service, you will receive a minimum of 3-months' notice of any service/feature closure and we will meet our obligations as outlined in our Service Commitment (*see 2.4 below.*)

Subscription credits are calculated as a percentage of the total charges due on your CHECKIN-19 invoice for the monthly billing cycle in which the Unavailability occurred, applied proportionally to the Services that were Unavailable, in accordance with the schedule below:

- For Monthly Uptime Percentage less than 99.94% but equal to or greater than 99.0%, you will be eligible for a Service Credit of 10% of the entire monthly charges.
- For Monthly Uptime Percentage less than 99.0%, you will be eligible for a Service Credit of 30% of the entire monthly charges.

**For example:** *if your service were Unavailable for 30 minutes, you would be eligible for a Service Credit for 10% of that account's subscription usage for the month.*

## 2.3 Credit Request and Payment Procedures

We will undertake monitoring services to ensure we are meeting our SLA standards and aim to pro-actively make you aware of any downtime outside our Service Commitment. However, you can also submit a claim by emailing [contact@checkin-19.com](mailto:contact@checkin-19.com).

## 2.4 CHECKIN-19 Service Commitment: 99.94% Uptime

CHECKIN-19 will use commercially reasonable efforts to make your CHECKIN-19 services will remain available with at least 99.94% uptime during any monthly billing cycle (the "Service Commitment") Subject to the SLA Exclusions, if we do not meet the Service Commitment, you will be eligible to receive a Service Credit.

A Monthly Uptime Percentage of 99.94% means that we guarantee you will experience no more than 26.28 min/month of Unavailability.

## 2.5 SLA Exclusions

The Service Commitment does not apply to any Unavailability:

- That results from a suspension for breaching the Terms of use;
- Caused by factors outside of our reasonable control, including any force majeure event, or major Internet access outage;
- That results from any actions or inactions of you or any third party;
- That results from the equipment, software or other technology of you or any third party (other than third party equipment within our direct control);
- That results from failures of CHECKIN-19 not attributable to Unavailability; or
- That results from any scheduled Maintenance.

If availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, then we may issue a Service Credit considering such factors at our discretion.

## 2.6 Sole Remedy

Unless otherwise provided in the Terms, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the Services is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA.

