



Certivo

Service Level Agreement (SLA)

Company: Certivo Inc.

Date: March 2026 (Updated)

Uptime Target: 99.5%

Audience: Subscribing Tenants

Certivo Inc. Certivo

Effective Date: March 2026 **Last Updated:** March 2026

1. Introduction

This Service Level Agreement ("SLA") defines the service availability commitments, support standards, and remedies provided by Certivo Inc. ("Certivo," "we," "us," or "our") to subscribers of the Certivo ("Platform"). This SLA is incorporated by reference into the Certivo Master Subscription Agreement.

This SLA applies to all Platform services, including the Tenant Suite, Instructor Suite, Client Portal, and Super Admin applications, as well as all associated Cloud Functions, APIs, and integrations.

2. Definitions

2.1 "Downtime" means any period during which the Platform is materially unavailable to the tenant, as measured by Certivo's monitoring systems. A service is considered unavailable when users are unable to log in, access core functionality, or process transactions.

2.2 "Scheduled Maintenance" means planned maintenance windows communicated in advance in accordance with Section 4 of this SLA.

2.3 "Monthly Uptime Percentage" means the percentage of time the Platform is available during a given calendar month, calculated as set forth in Section 3.2.

2.4 "Service Credit" means a credit applied to the tenant's account as described in Section 6.

2.5 "Business Days" means Monday through Friday, excluding statutory holidays observed in the Province of Alberta, Canada.

2.6 "Business Hours" means 8:00 AM to 5:00 PM Mountain Time (MT) on Business Days.

3. Service Availability

3.1 Availability Target

Certivo commits to a service availability target of **ninety-nine point five percent (99.5%)** uptime per calendar month for all Platform services, excluding Scheduled Maintenance and the exclusions set forth in Section 5.

3.2 Uptime Calculation

Monthly Uptime Percentage is calculated using the following formula:

$$\text{Monthly Uptime \%} = ((\text{Total Minutes in Month} - \text{Downtime Minutes}) / \text{Total Minutes in Month}) \times 100$$

Where:

- **Total Minutes in Month** = the total number of minutes in the applicable calendar month;
- **Downtime Minutes** = the total number of minutes of Downtime in the applicable calendar month, excluding Scheduled Maintenance and the exclusions in Section 5.

3.3 Measurement

Uptime is measured using Certivo's server-side monitoring systems. Client-side connectivity issues, browser compatibility issues, or local network problems are not included in Downtime calculations.

4. Scheduled Maintenance

4.1 Certivo may perform Scheduled Maintenance to update, patch, or improve the Platform.

4.2 Scheduled Maintenance shall not exceed a maximum of **four (4) hours per calendar month**.

4.3 Scheduled Maintenance will be performed during low-traffic windows, typically **Sunday between 2:00 AM and 6:00 AM Eastern Standard Time (EST)**.

4.4 Certivo will provide at least **forty-eight (48) hours** advance notice of Scheduled Maintenance via email to the tenant's account administrator and, where feasible, through an in-Platform notification.

4.5 In the event of an emergency requiring immediate maintenance to address a critical security vulnerability or system stability issue, Certivo may perform maintenance outside the scheduled window with as much advance notice as is reasonably practicable.

4.6 Scheduled Maintenance periods are excluded from the Monthly Uptime Percentage calculation.

5. Exclusions

The following events are excluded from Downtime calculations and do not count against the service availability target:

5.1 Force Majeure: Natural disasters, acts of war, terrorism, pandemics, government actions, or other events beyond Certivo's reasonable control.

5.2 Customer-Caused Issues: Downtime resulting from the tenant's own actions, including misconfiguration, unauthorized modifications, or failure to follow Platform documentation.

5.3 Third-Party Service Outages: Outages or degraded performance of third-party services upon which the Platform depends, including but not limited to:

- (a) Google Firebase (Firestore, Authentication, Cloud Functions, Hosting, Storage);
- (b) Stripe (payment processing, Connect, billing);
- (c) Google Cloud Platform infrastructure;
- (d) QuickBooks, Xero, or Google Calendar integration services; and
- (e) Domain name system (DNS) providers and internet backbone providers.

5.4 Beta Features: Any feature or service explicitly designated as "beta," "preview," "experimental," or "early access."

5.5 Internet Connectivity: Issues with the tenant's internet service provider, local network, or device connectivity.

5.6 Browser Compatibility: Issues arising from the use of unsupported or outdated web browsers. The Platform supports the current and immediately prior major versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari.

6. Service Credits

6.1 Credit Schedule

If the Platform fails to meet the monthly availability target of 99.5%, the tenant is entitled to a Service Credit according to the following schedule:

Monthly Uptime Percentage	Service Credit (% of Monthly Subscription Fee)
99.0% to less than 99.5%	5%
95.0% to less than 99.0%	10%
90.0% to less than 95.0%	25%
Below 90.0%	50%

6.2 Maximum Credit

The maximum Service Credit in any single calendar month shall not exceed **fifty percent (50%)** of the tenant's monthly subscription fee for that month. Service Credits are the tenant's sole and exclusive remedy for failure to meet the availability target.

6.3 Credit Calculation Example

If a tenant on the Professional plan (\$149/month) experiences a Monthly Uptime Percentage of 97.5% (between 95.0% and 99.0%):

- Service Credit = 10% of \$149.00 = **\$14.90 credit**

6.4 Claim Process

To receive a Service Credit, the tenant must:

- (a) Submit a written request via email to aaron@certivo.ca within **thirty (30) days** of the end of the calendar month in which the Downtime occurred;
- (b) Include the dates and times of the Downtime event(s);
- (c) Include a description of how the Downtime affected the tenant's use of the Platform; and
- (d) Include any relevant error messages or screenshots.

6.5 Credit Application

Approved Service Credits will be applied to the tenant's next billing cycle. Service Credits are not redeemable for cash and may not be transferred to another account. Service Credits expire if the tenant's subscription is terminated or not renewed.

7. Support Tiers

7.1 Starter Plan (\$49/month)

Attribute	Details
Support channels	Email
Response target	Within 24 hours (Business Days)
Availability	Business Hours (Monday-Friday, 8 AM - 5 PM MT)
Included support hours	Reasonable use

7.2 Professional Plan (\$149/month)

Attribute	Details
Support channels	Email and chat
Response target	Within 8 hours (Business Days)
Availability	Business Hours (Monday-Friday, 8 AM - 5 PM MT)
Included support hours	Reasonable use
Additional benefits	Priority queue for support tickets

7.3 Enterprise Plan (Custom Pricing)

Attribute	Details
Support channels	Email, chat, and phone
Response target	Within 4 hours (Business Days)
Availability	Extended hours with on-call support for Critical issues
Dedicated account manager	Yes
Additional benefits	Quarterly business reviews, custom training sessions

8. Severity Definitions

All support requests are classified according to the following severity levels:

8.1 Critical (Severity 1)

The Platform is completely unavailable or there is confirmed or suspected data loss affecting the tenant's operations. No workaround is available.

Examples: Complete platform outage, inability to log in for all users, data corruption, security breach.

8.2 High (Severity 2)

A major feature of the Platform is unavailable or severely degraded, affecting multiple users within the tenant's organization. A workaround may or may not be available.

Examples: Payroll processing failure, inability to process payments, scheduling system down, Client Portal unavailable.

8.3 Medium (Severity 3)

A feature is partially degraded or not functioning as expected, but a reasonable workaround is available and the tenant can continue core operations.

Examples: Report generation errors, integration synchronization delays, intermittent errors in non-critical features, slow performance.

8.4 Low (Severity 4)

A minor issue that does not materially affect the tenant's operations, including cosmetic issues, documentation errors, and feature requests.

Examples: UI alignment issues, minor display errors, feature enhancement requests, documentation clarifications.

9. Resolution Targets

Certivo will use commercially reasonable efforts to meet the following response and resolution targets:

Severity	Initial Response	Target Resolution
Critical (Severity 1)	1 hour (during Business Hours)	4 hours
High (Severity 2)	4 hours (during Business Hours)	1 Business Day
Medium (Severity 3)	8 hours (during Business Hours)	3 Business Days
Low (Severity 4)	1 Business Day	10 Business Days

9.1 Response and resolution targets apply during Business Hours unless the tenant is on an Enterprise plan with extended support coverage.

9.2 "Initial Response" means the first substantive acknowledgment of the issue, including confirmation of receipt, severity classification, and initial assessment.

9.3 "Target Resolution" means the time by which Certivo aims to resolve the issue or provide a workaround. Complex issues may require longer resolution times, in which case Certivo will provide regular status updates.

9.4 Resolution targets are targets, not guarantees. Failure to meet a resolution target does not constitute a breach of this SLA or entitle the tenant to Service Credits.

10. Data Availability

10.1 Certification records and financial data stored on the Platform will be available **ninety-nine point nine percent (99.9%)** of the time, measured on a monthly basis.

10.2 This enhanced availability commitment reflects the critical nature of safety certification records and financial data for regulatory compliance and business operations.

10.3 Data availability is measured separately from overall Platform availability. A Platform feature may be temporarily unavailable while the underlying data remains accessible through alternative means (e.g., API access, data export).

10A. REST API Service Level

10A.1 For tenants subscribed to the REST API Access Add-On, Certivo commits to a REST API availability target of **ninety-nine point five percent (99.5%)** uptime per calendar month, measured independently from the overall Platform availability target.

10A.2 REST API uptime is calculated using the same formula as the Platform uptime (Section 3.2), applied specifically to API endpoint availability. API requests that return HTTP 5xx errors due to Certivo infrastructure issues count as Downtime; HTTP 4xx errors resulting from invalid client requests do not.

10A.3 The REST API availability target **excludes scheduled maintenance periods** communicated in advance per Section 4 of this SLA. Scheduled maintenance windows may result in temporary API unavailability.

10A.4 Service Credits for REST API downtime are calculated per Section 6, applied to the REST API Access Add-On fee (\$79 CAD/month) rather than the base Subscription Fee.

10B. SMS Delivery

10B.1 SMS message delivery through the SMS Notifications Add-On is provided on a **best-effort basis**. Certivo does not guarantee delivery of SMS messages to recipients, as delivery depends on third-party telecommunications carriers, recipient device availability, and network conditions outside of Certivo's control.

10B.2 No SLA applies to SMS delivery. SMS delivery failures do not constitute Downtime for purposes of this SLA and do not entitle the tenant to Service Credits.

10B.3 Certivo will use commercially reasonable efforts to achieve timely delivery of SMS messages and will provide delivery status reporting through the Platform's Billing Manager.

10C. Premium Enterprise SLA

10C.1 Enterprise plan customers who subscribe to the SSO/SAML Add-On may request a **Premium SLA** with an enhanced availability target of **ninety-nine point nine percent (99.9%)** uptime per calendar month for all Platform services, including the REST API.

10C.2 The Premium SLA is available by written agreement only and may include additional terms, enhanced Service Credit schedules, dedicated infrastructure commitments, and priority incident response. The specific terms of a Premium SLA will be documented in a separate addendum to the Master Subscription Agreement.

10C.3 To request a Premium SLA, Enterprise customers should contact their dedicated account manager or email aaron@certivo.ca.

11. Reporting

11.1 Monthly uptime reports are available upon request. To request a report, email aaron@certivo.ca with the subject line "Uptime Report Request."

11.2 Uptime reports include:

- (a) Monthly Uptime Percentage;
 - (b) Total Downtime minutes (if any);
 - (c) Description of any Downtime events;
 - (d) Root cause analysis for any Downtime exceeding thirty (30) minutes; and
 - (e) Corrective actions taken or planned.
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12. Free Trial Period

12.1 This SLA does not apply during any free trial or evaluation period. Service availability commitments, Service Credits, and support tier entitlements take effect upon the commencement of a paid subscription.

12.2 During the free trial period, Certivo will provide reasonable efforts support but without the response time commitments or Service Credit remedies described in this SLA.

13. SLA Review

13.1 Certivo reserves the right to update this SLA from time to time. Material changes will be communicated to tenants at least thirty (30) days prior to the effective date.

13.2 The most current version of this SLA is available at certivo.ca and within the Platform documentation.

14. Governing Law

This Service Level Agreement shall be governed by and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein.

15. Contact Information

Certivo Inc. 4952 Westbrooke Rd. Blackfalds, Alberta, Canada T4M 0L1

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