

Service Level Agreement

ONEGEO APIs will be available 99.99% of time every month.

The service will be considered unavailable when it is inaccessible for at least 180 seconds.

ONEGEO will use commercially reasonable efforts to meet the service commitment.

Limitations

A period of will not count towards unavailability if

the unavailability is due to scheduled maintenance, if we notify you at least 3 days in advance you are in breach of our Terms of Service

the unavailability is otherwise due to your actions

the unavailability is caused by factors outside of our reasonable control, including a force majeure event, internet access problems, blocking, filtering, or other problems beyond our services

Service credits

If **ONEGEO** does not meet the guarantee, respecting aforementioned limitations, you will be eligible to receive a service credit.

One service credit equals to one day of free service.

To receive a credit, you must submit a claim to **ONEGEO** via email to support@onegeo.com including date and time of unavailability.

If we confirm that the uptime percentage in a month covered by your request is below 99.8%, we will issue you the service credit.

The maximum service credit that we will issue for downtime in a month is 3 days of service added to the end of your service term.

Service credit is added to the end of your term for the service, and cannot be exchanged for, or converted to, monetary compensation.

This Service Level Agreement is your sole and exclusive remedy and our sole liability for unavailability of our services.