



Partners: Service Level Commitment

My Office Apps commits to offering Top-Notch Customer Service to our Partners. We guarantee 99.9% uptime within each quarter of the calendar Term. This guarantee excludes any scheduled maintenance downtime. If during each quarter of the calendar Term, My Office Apps is unable to meet the above uptime guarantee and as a result our Partners was negatively impacted, My Office Apps shall provide “Service Credits” equal to one month’s Service fee.

Requests: Service Credits

Please submit all “Service Credits” request(s) within seven business days at the end of the quarter calendar month in writing (e.g.: letter or email: Info@moaerp.com). My Office Apps will confirm request of the Credit Request. Response time should be within 24 Hours. Please resend your request if you do not receive a confirmation from a Team Member of My Office Apps. If our Partner fails to notify My Office Apps within these seven business day timeframe, then Partner shall be considered as having waived Partner’s right to any Service Credits for that Quarter. Partner’s Account must be current and not in default of payment in order to be eligible for Service Credits. The credits will be applied against our Partner’s Annual Subscription Charges.

Our Maintenance: (Scheduled and Critical)

Scheduled Maintenance:

As part of My Office Apps’ commitment to Service, regularly scheduled maintenance time may be necessary and do not count towards downtime. We will communicate to our Partners of any regularly scheduled maintenance at least Three (3) Business Days in advance. Any scheduled maintenance will take place over a weekend period in coordination with our Partners.

Unscheduled Maintenance:

Unscheduled Maintenance may be performed at any time to correct conditions that require immediate attention. Service down for unscheduled maintenance will be counted against the uptime guarantee. We will make all reasonable business efforts to notify our Partners in advance.

Updates/Notice

My Office Apps may, from time to time make amendments to this Service Level Agreement as needed to service our Partners. Upon making changes, we will make best efforts to notify our Partner’s designated Administrator via email within thirty days.

Exclusion

Please note My Office Apps Sandbox, Beta, Test Environments and Development accounts are excluded from this Service Level Agreement as our Partner’s Data is not in the Live Environment. It would not impact our Partners negatively.