January 4, 2024

SlideHub Software Service Level Agreement

1.   Introduction

1.1.   This document outlines the SlideHub Service Level Agreement ("**SLA**") for paying customers of the SlideHub Asset Platform ("Asset Platform"). It does not describe the service level associated with any SlideHub add-on services as described in the Standard Terms available on https://slidehub.io/terms

2.   Definitions

2.1.   **"API Interruptions"** means interruptions due to independent SlideHub integration partners, including Icons8, Unslash, WorkOs, Microsoft 365, Google Workspaces

2.2.   **"SlideHub Asset Platform"** means SlideHub's proprietary software, content, PowerPoint assets, and other materials delivered through our web platform https://ppt.slidehub.io (including successor domain names and sites) and add-ons made available via PowerPoint and other applications.

2.3.   **"Service Availability"** means the uptime of the SlideHub Asset Platform, and is measured by subtracting the total minutes of Service Interruption in a given month from the total minutes in such month, divided by the total minutes in such month, and then multiplied by 100.

2.4.   **"Service Interruption"** means, except for scheduled system maintenance, the period of time that the SlideHub Asset Platform is either (a) not available for Customer log-in or (b) substantially not functioning. API Interruptions and other circumstances beyond our control will not constitute Service Interruptions.

3.   Service Availability

3.1.   SlideHub Asset Platform will have a Service Availability of at least 99.5% of the time in any calendar month (the "Service Availability SLA").

3.2.   Where reasonably possible, SlideHub will provide at least 24 hours' advance notice to Customer of scheduled maintenance in excess of 30 minutes.

3.3.   If SlideHub does not meet the Service Availability SLA, the Customer will be eligible to receive the Service Credits described below.

3.4.   This Service Availability SLA states the Customer's sole and exclusive remedy for any failure by SlideHub to meet the Service Availability SLA.

Service Availability of the SlideHub Platform	"Service Credits" means days of Services credited or refunded to the customer
< 99.5% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15

4.   Customer Must Request Service Credit

4.1.   In order to receive any of the Service Credits described above, Customer must notify SlideHub within 30 days from the day Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.

4.2.   For monthly contracts, the Service Credit is deducted from the next monthly invoice.

4.3.   For annual contracts, SlideHub will refund the Service Credit within 30 days of being reported.

4.4.   Discounts and refunds are calculated as the average cost per day for access to the SlideHub Asset Platform excluding any add-on service feeds times the number of Service Credit days e.g. for a client on an annual deal of 5000 USD per year, with 10 Service Credits the daily cost is ~14 USD resulting in a 140 USD refund.

5.   Customer Support

6.   SlideHub will provide Customer Success support 24/7 except the night before Sunday (CET) for urgent issues and to give Customer the ability to report potential interruptions can be reached via the chat functionality on the SlideHub Asset Platform or as made available on https://slidehub.io. If the interruption is identified as valid, the support agent will escalate the issue to the SlideHub engineering team.

7.   The 24/7 support is not staffed with members of the SlideHub engineering team and is only partly staffed with members of the Customer Success team. Thus, certain questions might require escalation to more technical teams. The customer success team can be contacted by email via: success@slidehub.io

8.   Additionally, the Customer has access to a dedicated Customer Success manager as part of their paid subscription. The dedicated Customer Success manager is the main contact for any non-urgent support requests.

9.   Historically, 99% of customer support tickets are responded to within 2-3 hours during business days. However, this SLA does not associate Service Credits with longer response times related to Customer Support.

10.   Security and vulnerability

10.1.   As part of SlideHub's SOC2 Type 2 security certification, SlideHub has put in place processes and policies associated with ensuring appropriate handling of potential security vulnerabilities.

10.2.   The SlideHub "Incident Response Plan" details the processes for the identification and classification of vulnerabilities and the SlideHub "Operations Security Policy" details the process and deadlines for solving vulnerabilities. Both policies can be shared upon request.

10.3.   Compliance with the internal security policies does not count towards Service Credits.