



OUR TECHNOLOGY. YOUR SUCCESS.

Service-Level Agreement – RESTful API

This document outlines the service levels to be provided in the delivery of SaaS or Secure FTP. It also provides service delivery parameters, against which the delivery of SaaS will be evaluated.

1. Service uptime commitment

- ❖ For the purpose of measuring the quality of service that AccuZIP is delivering to Customer, AccuZIP provides the following commitment:
- ❖ AccuZIP will provide Customer access to the SaaS or Secure FTP production application on a twenty-four hour, seven days a week (24x7) basis at a rate of >97.9% but <99.999% (“SaaS Services Uptime Metric”).
- ❖ The SaaS Services Uptime Metric commences on the Go Live Date. “The Go Live Date” is the date at which AccuZIP has concluded end-user testing, AccuZIP has prepared production environment, Customer has become familiar with software, and at which point the Customer end-users access the production environment with production data.

2. Measurement method

- ❖ The SaaS Services Uptime Metric shall be measured using Site 24/7 software.
- ❖ Site24x7 is a cloud product that monitors our SaaS product for performance, uptime, and activity. Site 24x7 can be configured to monitor from 50+ geographical locations worldwide and monitors availability of our critical SaaS services. It supports monitoring HTTP(S), FTP(S), DNS, PING, TCP, SSL, SMTP, POP, etc. Any alert or notification that is received from Site 24/7 is reviewed immediately.
- ❖ On a regular basis, the SaaS Services Uptime Metric will be measured using the measurable hours in the quarter (total time minus planned downtime, including maintenance, upgrades, etc.) as the denominator. The numerator is the denominator value minus the time of any outages in the quarter (duration of all outages combined) to give the percentage of available uptime (2,198 actual hours available / 2,200 possible available hours = 99.9 availability). An “outage” is defined as two consecutive monitor failures within a five-minute period, lasting until the condition has cleared.

3. Boundaries and exclusions

- ❖ The SaaS Services Uptime Metric shall not apply to performance issues caused by the following:
 - Overall Internet congestion, slowdown, or unavailability
 - . Unavailability of generic Internet services (e.g. DNS servers) due to virus or hacker attacks
 - Force majeure events as described in the terms of agreement
 - Actions or inactions of Customer (unless undertaken at the express direction of AccuZIP) or third parties beyond the control of AccuZIP
 - A result of Customer equipment or third-party computer hardware, software, or network infrastructure not within the sole control of AccuZIP
 - Scheduled SaaS infrastructure maintenance

4. Maintenance

❖ **Maintenance Notices**

AccuZIP will communicate the date and time that AccuZIP intends to make the Hosted Services un-Available via email at least forty-eight (48) hours in advance (or longer if practical). The USER understands and agrees that there may be instances where AccuZIP needs to interrupt the Hosted

Services without notice in order to protect the integrity of the Hosted Services due to security issues, virus attacks, spam issues or other unforeseen circumstances. Below are the Maintenance Windows and their definitions:

❖ **Emergency Maintenance**

These change controls happen immediately with little notification ahead of time; however, AccuZIP will email the information soon after or during the change.

❖ **Preventative Maintenance**

These change controls are when we detect an item in the environment that we need to take action on, to avoid emergency change controls in the future. These change controls, if possible, will usually occur in low peak hours with peak being defined by our network metrics.

❖ **Planned Maintenance**

These are change control's being done to:

- Support on-going product and operational projects to ensure optimal performance
- Deploy non-critical service packs or patches.
- Periodic redundancy testing.

Where possible planned maintenance notifications will be sent 5-days prior; however, certain circumstances may preclude us from doing so, such as an external vendor issuing a change control to AccuZIP, e.g. the power company alerting us to perform power testing 48hours ahead of time.

5. Problem Response Time

- ❖ AccuZIP's Technical Support hours are Monday – Friday 7:00am – 4:00pm PST. Technical support phone number is: 805-461-7300. All support related issues should be directed to support@accuzip.com.
- ❖ Subject of email must be: "AccuZIP RESTful API Issue Notice – “ACCUZIP USER ACCOUNT NUMBER and API KEY " (**USER's primary Account Number and API Key with AccuZIP must be listed in place of ‘ACCUZIP USER ACCOUNT NUMBER and API KEY’**). AccuZIP will make all reasonable efforts to respond to reported issues and remedy the issue as soon as possible. The response time per incident will vary upon the degree of the reported issue.

[Service Level Agreement Related to Monitoring Service, Downtime, Excused Downtime, Internet Latency, Uptime and Downtime Percentage, Outage, Required Monthly Availability, Response Time Failure, Service Level Credit, Scheduled Uptime, Web Service Outage, and Workaround](#)