VNC-SAAS-LEG-07 · Version 1.2 · Effective 15 October 2026

Service Level Agreement

Availability commitment, maintenance, support targets and service credits

This Service Level Agreement ("SLA") forms part of the Subscription Terms and defines the availability VNC commits to for VNClagoon SaaS and the remedies if it is not met.

1. Availability commitment

1.1 Monthly Availability is the percentage of minutes in a calendar month during which the service is available, excluding Excluded Downtime.

Package	Monthly Availability	Support response target
Essential	99.9 %	First response within one business day
Professional	99.9 %	First response within four business hours

1.2 The service is considered unavailable when users cannot log in or cannot use the core functions of mail, chat or files for the whole tenant, as measured by VNC's monitoring. Degraded performance of individual functions or individual users does not count as unavailability.

2. Excluded Downtime

2.1 Planned maintenance announced at least 48 hours in advance on the status page and performed within the published maintenance windows, up to 4 hours per month.

2.2 Emergency maintenance required to apply critical security fixes, limited to the time strictly necessary.

2.3 Unavailability caused by the Customer, its users, its configuration or its integrations, by third-party services outside VNC's control, by the Customer's network or devices, or by suspension under the Subscription Terms.

2.4 Force majeure and attacks of a scale beyond industry-standard mitigation.

3. Service credits

3.1 If Monthly Availability falls below the commitment, the Customer is entitled to a credit on the next invoice, calculated on the monthly fee for the affected tenant:

Monthly Availability (both packages)	Credit
below 99.9 % and at least 99.0 %	10 %
below 99.0 % and at least 95.0 %	25 %
below 95.0 %	50 %

3.2 Credits are claimed in the admin console or by e-mail within 30 days after the end of the affected month, stating the period of unavailability. VNC verifies the claim against its monitoring. Credits are the sole and exclusive remedy for failure to meet the availability commitment; they are not paid out in cash and lapse at the end of the Agreement.

3.3 Credits in a month are capped at 50 % of the monthly fee.

4. Maintenance windows

4.1 Standard maintenance windows: Saturday 22:00 to Sunday 04:00 CET. VNC schedules planned maintenance in these windows wherever possible and announces it on the status page and in the admin console.

5. Backup and recovery

5.1 VNC backs up Customer Data at least daily and retains backups for 30 days. Recovery Point Objective: 24 hours. Recovery Time Objective for restoring the service after a major incident: 8 hours.

5.2 Backups serve disaster recovery. Restoration of individual items deleted by users is provided through the service's own retention and versioning functions, not from backups.

6. Support

6.1 Support channels, languages and hours are defined in the Service Description. Response targets are measured within support hours. VNC prioritises incidents by impact: P1 tenant down, P2 core function impaired, P3 other.

6.2 Status information: https://vnclagoon.com/saas, with incident history and maintenance announcements.

7. Reporting

7.1 Monthly Availability per tenant is shown in the admin console and is provided on request.

PART OF THE VNCLAGOON SAAS AGREEMENT

Service Description Subscription Terms Launch Offer Terms Cancellation and Data Export Policy

Acceptable Use Policy Data Processing Agreement Sub-processors