

Mitigate ESG Platform service level agreement

Effective: 1st January 2024

We provide a 99.5% uptime commitment for subscriptions to all of our subscription packages. If we fall short of our 99.5% uptime commitment and your account is affected, you may request a 10% discount for the next (recurring) subscription payment.

Service levels, rankings, and priority

Severity Level	Description	Maximum Target Response
1. Outage	The Platform server down	Immediate
2. Critical	High risk of server downtime	Within 1 hour
3. Urgent	End-user impact initiated	Within 8 hours
4. Important	Potential for performance impact if not addressed	Within 16 hours
5. Monitor	Issue addressed but potentially impactful in the future	Within two business days
6. Informational	Inquiry for information	Within three business days

Updates

As our business evolves, we may change our service level agreement.