



Userlane Service Level Agreement (SLA)

This SLA is incorporated by reference into the Order Form executed between Userlane GmbH ("Userlane") and the customer ("Customer") and governs the availability and support services provided with respect to the Userlane software-as-a-service platform ("Service").

1. Definitions and Scope

1.1. Scope. This Service Level Agreement ("SLA") defines the terms and conditions under which Userlane will provide technical support, service availability, and related commitments. The SLA shall apply only to those Customers who have purchased a support plan that includes SLA coverage, as specified in the applicable Order Form.

1.2. Support Tiers. Userlane offers support services under two tiers: *Standard* and *Premier*. The availability of specific service levels and support features is contingent on the support tier purchased by the Customer.

1.3. Business Hours. Unless otherwise stated, all support services are provided during Userlane's standard business hours, defined as Monday through Friday, 09:00–17:00 CET, excluding public holidays in Bavaria, Germany.

2. Support Services

2.1. Standard Support includes 24/7 system uptime monitoring, access to the Userlane Knowledge Base, and incident reporting via Userlane's online ticketing system or designated support channel. Userlane shall use commercially reasonable efforts to respond to tickets within two (2) Business Days of receipt.

2.2. Premier Support includes all elements of Standard Support, along with priority queuing, direct email support, web meeting-based troubleshooting, and defined SLA-based response times.



Service Feature	Standard	Premier
24/7 Service Availability Monitoring	✓	✓
Online Ticket Support	✓	✓
Email Support	✓	✓
1:1 Web Meeting Assistance	✗	✓
Priority Queue Access	✗	✓
SLA-Based Response Times	✗	✓
Dedicated Customer Value Service including Customer Value Manager (CVM)	✗	✓

✓ = Included | ✗ = Not Included

2.4. The exact support tier applicable to the Customer shall be identified in the respective Order Form. If no such tier is specified, the Customer shall be deemed to have Standard Support.

3. Severity Classification and Response Times

3.1. Userlane shall assign a severity level to each support incident in good faith, based on the nature and impact of the reported issue. Customer input will be taken into consideration, but the final classification remains at the discretion of Userlane.

3.2. The following response time commitments shall apply only to Customers subscribed to Premier support tier:

- Severity Level 0 (Service Unavailability): The Customer experiences a total loss of Service availability. Userlane shall respond within sixty (60) minutes.



- **Severity Level 1 (Critical Impact):** The Customer encounters a severe defect or issue that materially impacts business operations but does not qualify as a total outage. Userlane shall respond within two (2) hours.
- **Severity Level 2 (Degraded Performance):** The Customer observes slow or impaired service functionality that impacts performance but not operability. Userlane shall respond within eight (8) hours.
- **Severity Level 3 (Routine Request):** General inquiries, feature clarification, or minor support requests not covered by the above categories. Userlane shall respond within two (2) Business Days.

For SLA response time calculations to apply, all incidents must be submitted in writing by the Customer via either (a) Userlane's designated ticketing system or (b) the official support email address as specified in the Userlane Documentation. Verbal, chat-based, or informal notices shall not qualify for SLA enforcement unless otherwise agreed in writing between the Parties.

3.3. Support Ticket Submission Requirements and Channels

For the response time commitments defined in this SLA to apply, all support incidents must be submitted in writing by the Customer through one of the following designated support channels:

- Email: support@userlane.com
- Userlane Portal: Submit support tickets directly through the [Userlane Portal](#)

Userlane is not obligated to respond under the SLA terms to support requests submitted through alternative or informal means (e.g., verbal, chat-based communication, or third-party platforms), unless explicitly agreed in writing. Customer's failure to use the designated channels may result in delays not attributable to Userlane for SLA measurement purposes.

4. Service Availability

4.1. Uptime Commitment. Userlane shall use commercially reasonable efforts to ensure that the Service maintains a Quarterly Uptime Percentage of at least ninety-nine and fifty



hundredths percent (99.5%), measured across a rolling three (3) calendar month billing cycle (the “Uptime Commitment”).

4.2. Measurement and Reporting. The Quarterly Uptime Percentage is calculated by subtracting from 100% the percentage of one-minute periods during the applicable billing cycle in which the Customer’s Production Tenant was deemed “Unavailable,” out of the total number of one-minute periods in such billing cycle.

For the purposes of this SLA, “Unavailable” or “Unavailability” means that, during a given one-minute period, all connection requests to the Customer’s Production Tenant failed to process successfully (each a “Failed Connection”). No Failed Connection will be counted as part of more than one such one-minute period. For example, a Failed Connection that occurs from 12:00:00 to 12:00:59 shall not also be counted for the overlapping window from 12:00:30 to 12:01:29. The Uptime Percentage shall be measured using industry-standard monitoring tools employed by Userlane.

4.3. Exclusions. The following events shall be excluded from uptime calculations:

- Scheduled Maintenance: Any planned downtime not exceeding six (6) hours per quarter, provided that Customer is given at least twenty-four (24) hours' advance written notice via Userlane's standard support communication channels.
- Third-Party and External Failures: Failures or delays caused by:
 - Computing or networking hardware not controlled by Userlane;
 - Other equipment or software under Customer’s control;
 - The public internet, telecommunications, or connectivity failures outside Userlane's direct control; or
 - General issues with electronic communications.
- Reporting Services: Outages related solely to the Userlane Standard or Custom Reporting Services, provided these are non-essential to Service operability.
- Unauthorized Modifications: Service failures resulting from software that has been modified by the Customer or by a third party not authorized by Userlane.
- Misuse or Abuse: Downtime caused by negligent, abusive, or willfully improper use of the Service by the Customer.
- Beta or Experimental Features: Failures arising from the use of pre-release, beta, or otherwise limited-availability features or functions, as identified by Userlane.



- Contractual Suspension: Any suspension or termination of the Service in accordance with the Master Subscription Agreement or the Customer's applicable Order Form.

5. Remedies for SLA Breach

5.1. In the event that the Service does not meet the Uptime Commitment described in Section 4.1 during a given calendar quarter, the Customer may request a **service credit** as specified below. Credits are based on the Monthly Subscription Fees for the affected Production Tenant during the quarter:

Quarterly Uptime	Service Credit
$\geq 99.5\%$	None
98.5% – 99.49%	5% of quarterly subscription fee
95.0% – 98.49%	10% of quarterly subscription fee
90.0% – 94.99%	20% of quarterly subscription fee
$< 90.0\%$	30% of quarterly subscription fee
$< 85.0\%$	50% of quarterly subscription fee

5.2. Claim Process:

To receive a credit, the Customer must submit a written claim to support@userlane.com within 10 days of the close of the affected quarter, including the details of each incident. If verified by Userlane, the applicable credit will be applied to the Customer's next invoice.



5.3. The remedies provided in this section constitute the sole and exclusive remedies available to the Customer for any breach of this SLA.

6. Customer Obligations

6.1. The Customer shall cooperate reasonably and in good faith with Userlane in diagnosing and resolving support incidents. This includes providing sufficient information, designated points of contact, and, if necessary, secure remote access to their environment.

6.2. In cases involving custom guide development, API usage, or content delivery, the Customer may be required to complete a network assessment or engage Userlane in additional consulting activities outside the scope of this SLA.

7. Modifications and Versioning

7.1. Userlane reserves the right to modify this SLA upon thirty (30) days' prior written notice. Any such modifications shall not apply retroactively and shall be effective only upon renewal or execution of a new Order Form.

7.2. This SLA is version-controlled and supersedes any prior service descriptions, whether in the Order Form or the Userlane Help Center, unless explicitly incorporated by reference.

8. Governing Terms

8.1. This SLA is subject to and governed by the terms of the Master Subscription Agreement (MSA) between Userlane and the Customer. In the event of any conflict between the MSA and this SLA, the MSA shall prevail.

Previous SLA: userlane.com/sla2024