



# HRLocker

Happy working.

## Service Level Agreement

Effective day 20 July 2018

This HRLocker Service Level Agreement ("SLA") accompanies the HRLocker Terms of Conditions, (available at <https://www.hrlocker.com/hr-software/terms-and-conditions-of-use/>).

Capitalized terms used in this SLA that are not defined herein have the meanings given to them in the Agreement.

1. **Target Availability.** HRLocker will use commercially reasonable efforts to make each HRLocker service available with an uptime of 99.8% of each calendar month.
2. **Exclusions.** The calculation of uptime will not include unavailability to the extent due to: (a) use of the Service by Customer in a manner not authorized in this Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of HRLocker's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; (d) third party systems, acts or omissions; or (e) Scheduled Maintenance or reasonable emergency maintenance.
4. **Scheduled Maintenance.** "Scheduled Maintenance" means HRLocker's scheduled routine maintenance of the Services for which HRLocker notifies Customer at least twenty-four (24) hours in advance.
5. **Remedy for Failure to Meet Target Availability.** If there is a verified failure of a Service to meet Target Availability in two (2) consecutive months, then the Customer may terminate the applicable Subscription Term by sending written notice of termination within thirty (30) days after the end of the second such month, in which case HRLocker will refund to Customer any fees Customer has pre-paid for use of such Service for the terminated portion of the applicable Subscription Term. This termination and refund right is Customer's sole and exclusive remedy, and HRLocker's sole and exclusive liability, for HRLocker's failure to meet the Target Availability.
6. **Customer Support.** HRLocker's opening hours are between 9am-5:30pm GMT, administrators can contact support during these hours through the HRLocker support bubble or through our phone numbers provided on the website.