

Service Level Agreement

Effective date: 16 July 2026 | Version 1.0

1. **Scope.** This SLA applies to IronFell DPS managed data-protection services purchased under an Order Form and forms part of the Master Services Agreement. Service credits are the customer's sole and exclusive remedy for the availability and response shortfalls described below.
2. **Platform availability.** IronFell DPS targets 99.9% monthly availability of the customer portal and backup control plane, measured per calendar month, excluding scheduled maintenance (notified in advance), force majeure, and issues caused by the customer's environment or third-party networks.
3. **Availability service credits.** Where monthly availability falls below the thresholds, the customer may claim a credit against the affected service's monthly fee: below 99.5%: 5%; below 99.0%: 10%; below 95.0%: 20%. If availability is below 95% for three consecutive months, the customer may terminate the affected service on written notice given within 30 days of the end of that period.
4. **Recovery response.** For managed recovery requests raised through the support process, IronFell DPS targets a response time consistent with the recovery tier on the Order Form (Standard or Priority). Where IronFell DPS fails to respond within the target for a valid request, the customer may claim a credit: 1–3 hours late: 5%; 3–5 hours late: 10%; more than 5 hours late: 15%.
5. **Data residency.** Customer data is stored in the UK/EU region selected on the Order Form.
6. **Claiming credits.** Credits must be requested in writing within 30 days of the end of the relevant month; unclaimed credits are waived. Credits are applied against future invoices and are capped at 100% of the affected service's monthly fee for that month. IronFell DPS's monitoring records are the basis for measurement absent manifest error.