

# OST Labs

## Service Level Agreement (SLA)

Attachment to the Provider-Specific Terms (Bonterms Standard EUA v1.0, section 5.2)

---

Provider: OST Consulting SRL (OST Labs) · Version 1.0

### 1. Scope and definitions

---

This Service Level Agreement (SLA) sets out the support response targets and availability commitment for the OST Labs apps: Process Templates for Jira, Easy Clone for Jira, HTML Macro Pro for Confluence, Smart Label Manager for Jira, and Calendar Embed & Sync for monday.com. It is an Attachment to OST Labs' Provider-Specific Terms and applies to customers with an active paid subscription.

- “Backend Services” means the OST-operated infrastructure in the European Union (DigitalOcean, Frankfurt) that supports Process Templates, Easy Clone, HTML Macro Pro, and Calendar Embed & Sync.
- “Available” means the Backend Services are operational and reachable; “Downtime” means minutes during which they are not, excluding Excluded Events (section 4).
- “Monthly Uptime Percentage” means (total minutes in the calendar month minus Downtime) divided by total minutes in the month, expressed as a percentage.
- “Business hours” means Monday to Friday, 09:00 to 17:00 Brussels time (CET/CEST), excluding Belgian public holidays.

### 2. Support response targets

---

OST Labs aims to acknowledge each support request within the following first-response targets, measured in business hours. These are response targets, not resolution times; resolution depends on the nature of the issue.

Priority	Description	First response
P1 Critical	App unavailable or data integrity at risk, with no workaround	Within 1 business day
P2 High	Major function broken with no reasonable workaround	Within 1 business day
P3 Medium	Minor issue affecting use, workaround available	Within 2 business days
P4 Low	Question, cosmetic issue, or feature request	Within 3 business days

### 3. Service availability

---

OST Labs targets a Monthly Uptime Percentage of at least 99.5% for the Backend Services. Smart Label Manager runs entirely on Atlassian Forge with no OST-operated backend, so its availability is governed by the Atlassian platform rather than this section.

### 4. Excluded events

---

Downtime does not include unavailability caused by:

- Scheduled or emergency maintenance (section 5).
- Failures or degradation of the Atlassian or monday.com platforms, or other third-party services or networks outside OST Labs' reasonable control.
- Force majeure events, as defined in the Standard Agreement.
- The customer's misuse of the apps, breach of the agreement, or use outside the Documentation; and suspension permitted under the agreement.
- Trials, betas, free or evaluation use.

### 5. Scheduled maintenance

---

OST Labs uses reasonable efforts to perform planned maintenance outside business hours and to give at least 48 hours' notice of planned maintenance expected to cause Downtime. Emergency maintenance may be performed without prior notice where necessary to protect security, integrity or availability.

### 6. Measurement and remedies

---

Availability is measured per calendar month against OST Labs' monitoring records. If the target is not met, OST Labs will investigate, use reasonable efforts to restore service, and take steps to prevent recurrence. To report an availability issue, contact OST Labs at [info@ost-consulting.be](mailto:info@ost-consulting.be) with the affected app and the dates and times concerned.

This SLA does not provide service credits or refunds for availability shortfalls. The customer's remedies in respect of the apps are those set out in the Standard Agreement.

## 7. Status

---

This SLA is Version 1.0. It is the SLA attachment identified in the OST Labs Provider-Specific Terms and may be updated to reflect new features or changing practices, without materially decreasing OST Labs' overall obligations during a subscription term.