

Service Level Agreement

This Service Level Agreement (SLA) is an integral part of the Contract posted at <https://flespi.com/en/docs/contract>.

	SLA Best Effort*	SLA Priority*	SLA Advanced*	SLA Premium*
Monthly fee	€0 (included in Free plan)	€0 (included in Start/Pro plans)	€0 (included in Enterprise Plan)	€0 (included in Ultimate Plan)
Uptime responsibility**	No refund	No refund	99.89-99.01%: 30% 99.0% or below: 70%	99.89% or below: 70%
Protocols available	Any publicly available protocol can be used		Private (locked for specific account only) and any publicly available protocol can be used	
Custom engineering	bug fixes and enhancements of supported protocols		Included up to 8 hours per month of custom protocols engineering	

*Technical support is provided via integrated flespi chat (<https://flespi.com/tools/helpbox>).

**The Company strives to maximize uptime at all times for all Customers and DO NOT imply lower or higher uptime depending on the SLA package chosen.

The Company has the right to change SLA at its discretion unilaterally and extrajudicially. The amended SLA is brought by the Company to the general public by posting (publishing) relevant information on the Company's website at the following address: <https://flespi.com/en/docs/sla>. Amendments shall enter into force no earlier than twenty-five calendar days after their publication. No additional notice from the Company is required. The Parties unconditionally agree that silence (the absence of notifications of cancellation of the Contract or disagreement with the change of SLA) is recognized as the consent of the Customer with the amended SLA.

Published on 04.10.2022