

Service Level Availability Policy

LAST UPDATED: JUNE 2026 • [99.5% UPTIME COMMITMENT](#)

GovDash's software platform (the "Platform") is based on a multi-tenant operating model that applies common, consistent management practices for all customers using the service. This common operating model allows GovDash to provide the high level of service reflected in its business agreements.

This document communicates GovDash's Production Support and Service Level Availability Policy ("SLA") with its customers. Capitalized terms, unless otherwise defined herein, shall have the same meaning as in the applicable GovDash service agreement (the "Agreement").

01 Availability Commitment

GovDash shall make the Platform available, as measured over the course of each calendar month, calculated based on twenty-four (24) hours per day, seven (7) days per week, during the term of the Agreement (each such calendar month, a "Service Period") at least **99.5%** of such Service Period, excluding time the Platform is not available as a result of one or more Exceptions (the "Availability Requirement").

"Available" means the Platform is accessible and operable for use by Customer and its Authorized Users over the Internet in material conformity with the applicable documentation. Availability shall be calculated as follows:

$$\text{Availability} = \frac{\text{Total Minutes} - \text{Excepted Minutes} - \text{Downtime}}{\text{Total Minutes} - \text{Excepted Minutes}} \times 100$$

The Platform will be deemed Available unless it is: (a) reported by Customer as being entirely unavailable via a support request submitted to support@govdash.com; or (b) detected by GovDash as being entirely unavailable during Business Hours. The Platform is Available even if it has only partial functionality or is only partially accessible to Customer.

For purposes of this SLA, "Business Hours" means 9:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday, excluding U.S. federal holidays.

02 Exceptions

No period of Platform degradation or inoperability will be included in calculating Availability to the extent that such downtime or degradation is due to any of the following ("Exceptions"):

- A Scheduled Maintenance.** Currently, scheduled maintenance is up to four (4) hours per week for routine maintenance. Where weekly, monthly, and quarterly maintenance windows coincide, aggregate downtime will not exceed five (5) hours. GovDash will provide at least twenty-four (24) hours' advance written notice of any scheduled maintenance event and will schedule maintenance to minimize disruption to Customer's operations.
- B Emergency Maintenance.** Unscheduled maintenance required to address an acute security vulnerability, data integrity risk, or critical infrastructure failure. GovDash will provide notice as promptly as practicable and will post real-time status updates at status.govdash.com.
- C Customer or Authorized User Actions.** Unavailability resulting from Customer's or any Authorized User's use of the Platform in violation of or inconsistently with the applicable documentation, failure to use supported configurations, platforms, or browser versions, or use of the Platform in a manner inconsistent with its intended features and functionality.
- D Customer Connectivity.** Failures of Customer's or any Authorized User's internet or network connectivity.
- E Third-Party Infrastructure.** Internet or network failures outside GovDash's reasonable control, including failures of third-party infrastructure providers (e.g., cloud hosting, internet service providers), except where attributable to GovDash's failure to maintain commercially reasonable redundancy or failover controls within its control.
- F Minimum Requirements.** Customer's or any Authorized User's failure to meet minimum hardware, software, or browser requirements specified in GovDash's documentation.
- G Force Majeure.** Any Force Majeure Event as defined in the Agreement.

03 Remedies for Service Availability Failures

3.1 Service Credits

If the actual Availability of the Platform falls below the Availability Requirement for three (3) consecutive Service Periods, such failure shall constitute a service error ("Service Error"). Upon a qualifying Service Error, GovDash will provide Customer a service credit ("Service Credit") equal to **fifteen percent (15%)** of the subscription fees paid by Customer in the affected quarter. Service Credits will be applied as a billing credit against Customer's next invoice or, at GovDash's election, as an equivalent extension of the subscription term. Except as provided in the Agreement or this SLA, Service Credits are Customer's sole and exclusive remedy for any Availability failures.

3.2 Service Credit Request Requirements

To receive a Service Credit, Customer must notify GovDash no later than thirty (30) days following the end of the affected Service Period by submitting a written request to support@govdash.com (a "Service Credit Request") that identifies, with reasonable specificity, the dates, times, and nature of each reported availability failure. GovDash will validate the Service Credit Request and, if approved, apply the applicable credit within sixty (60) days of receipt. Service Credits may not be deferred, transferred, redeemed for cash, or applied to another entity.

04 Support Channels

GovDash provides the following support resources to all customers during the Subscription Term:

In-Platform Live Chat

Live chat support available within the Platform. GovDash will respond within five (5) minutes during Business Hours for cloud-hosted customers.

Support Tickets

Submitted via the Platform or by email to support@govdash.com. Tickets are monitored daily, Monday through Friday.

Help Center

Self-service documentation, tutorials, and release notes available at all times at support.govdash.com.

Status Page

Real-time system status, active incident updates, and maintenance history at status.govdash.com. Customers may

subscribe to automated status notifications.

05 Response and Resolution Time Service Levels

Response and Resolution times are measured from the time GovDash receives a Support Incident notification. "Resolve" (and correlative terms) means that GovDash has provided Customer the corresponding Support Incident correction, verified workaround, or configuration fix that restores the affected functionality.

Customer shall reasonably self-classify each Support Incident and recommend an appropriate priority designation. GovDash will validate the designation or notify Customer of a proposed reclassification with written justification. In the event of a classification dispute, each party shall promptly escalate to its management team; both parties shall be available for escalation discussion within one (1) hour.

06 Security Incident Notification

In the event GovDash confirms a security incident involving unauthorized access to or disclosure of Customer data, GovDash will:

- A notify Customer's designated security contact within **seventy-two (72) hours** of confirming the incident;
- B provide a preliminary description of the nature, scope, and known impact of the incident;
- C cooperate with Customer's reasonable investigation and remediation efforts; and
- D deliver a written incident report within **ten (10) business days** of the initial notification, unless otherwise required by applicable law.

07 Data Security and Compliance

GovDash maintains a security program designed to protect Customer data. The program includes, without limitation:

- A **Certification.** GovDash maintains FedRAMP Moderate Equivalency and aligns its information security program with NIST SP 800-53 Moderate controls. The full FedRAMP Moderate Equivalency Body of Evidence and audit reports are available to Customer under

a mutually executed non-disclosure agreement upon written request.

- B Data Use.** GovDash will not use, access, or process Customer data for the purpose of training, fine-tuning, or otherwise improving any artificial intelligence or machine learning model without Customer's prior written consent.
- C Data Retrieval and Return.** Following expiration or termination of the Agreement for any reason, Customer shall have thirty (30) days to access and retrieve its data from the Platform. After such period, GovDash may delete or destroy Customer data in accordance with NIST SP 800-88 media sanitization guidelines, unless earlier deletion is required by applicable law or Customer's written request.

08 Governing Law

This SLA shall be governed by and construed in accordance with the laws of the State of Delaware and applicable U.S. federal law, without regard to conflict-of-laws principles. Any disputes arising under this SLA shall be resolved in accordance with the dispute resolution provisions of the Agreement.