Maestro service level agreement

Service level agreement · Draft · 27 November 2026

Enterprise service levels: an optional upgrade that replaces Schedule 3 of the Maestro Terms of Service v1.1 where the order form says so. Otherwise Schedule 3 applies: 99.5% monthly availability on a reasonable-endeavours basis, email support in business hours, response and resolution targets only, no service credits, daily backups kept 30 days, recovery time and point objectives of 24 hours. On-premise service levels are agreed in the order form. Figures in [ ] are proposals to confirm.

Availability

Maestro will be available at least **[99.5]%** of each calendar month, measured on the core service: signing in, chat, the knowledge base and workflows.

How it is measured. Availability = (minutes in the month − minutes of downtime) ÷ minutes in the month. Downtime is any period of more than [5] consecutive minutes when the core service is unavailable to all of the Customer's users, measured by Promethean's external monitoring of the application and API health endpoints. Promethean reports monthly availability on request [and on a status page].

Exclusions. Downtime does not count when it is caused by:

- planned maintenance announced at least [5] business days ahead, kept to [4] hours a month and scheduled outside UK business hours where possible;
- emergency security patches, announced as early as practical;
- the Customer's own systems, network, configuration or breach of the master services agreement;
- third-party applications the Customer connects through integrations;
- events beyond Promethean's reasonable control, subject to its continuity obligations;
- suspension allowed under the master services agreement.

Service credits. If availability falls below the commitment, the Customer may claim a credit against the next invoice:

Monthly availability	Credit (% of that month's fee)
Below [99.5]%	[5]%
Below [99.0]%	[10]%
Below [97.0]%	[25]%

Claims must be made within [30] days of the end of the month. Credits are capped at [25]% of the monthly fee. If availability is below [97]% in [two] consecutive months or [three] months in any twelve, the Customer may terminate the affected services without penalty, with a refund of prepaid fees for the remaining term. Credits do not limit the Customer's other rights under the DORA and UK outsourcing addendum.

Voice and video calls. Calls depend on the user's network. They are covered by the support commitments below, not the availability figure, until Promethean publishes a call-quality measure [●].

Support

Hours and channels. Support is available [09:00–17:30 UK time, Monday to Friday, excluding English bank holidays], by email at [support@promethean-systems.com] and through the in-app help. Severity 1 incidents can be reported at any time [by phone on ●] and are worked on [24/7] until resolved.

Severity levels and targets

Severity	Meaning	First response	Updates	Target to restore or work around
1 Critical	Core service down for all users, or a suspected security or data breach	[1 hour], any time	Every [2] hours	[8 hours]
2 High	A major feature unusable, or core service badly degraded, with no workaround	[4 business hours]	Every business day	[2 business days]
3 Medium	A feature not working as documented, with a workaround	[1 business day]	Weekly	Next scheduled release
4 Low	Questions, minor issues, feature requests	[2 business days]	As agreed	Considered for the roadmap

Promethean sets the severity with the Customer and may change it as facts emerge. Response times are targets; repeated misses on Severity 1 or 2 count as a material issue under the master services agreement.

Security incidents. Any suspected personal data breach is handled as Severity 1 and notified under the data processing agreement, within [24] hours of Promethean becoming aware of it.

Escalation. If an incident is not progressing, the Customer may escalate to the CTO (Gianluca Orsini) and then the CEO (Federico Nordenstahl). [Contact details in the order form.]

Customer success. Each customer has a named contact for onboarding, configuration and a [quarterly] service review covering availability, incidents, open tickets and planned changes.

Changes and releases. Promethean releases improvements regularly through a controlled pipeline. Changes that materially affect how the Customer uses Maestro are announced at least [30] days ahead.