
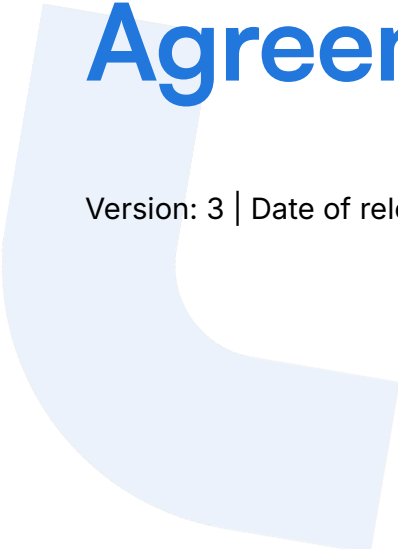


Sub-Schedule 1.1: Service Level Agreement

Version: 3 | Date of release: April 2026



1.0 Scope and Applicability

This Service Level Agreement ("SLA") applies to ClickLearn's Cloud Services provided under the Agreement.

This SLA covers:

- Availability of the production Cloud Services
- Incident response and support
- Maintenance and operational practices

This SLA does not apply to:

- On-premises deployments
- Trial Services
- Beta or pre-release features
- Third-party systems not controlled by ClickLearn

2.0 Service Availability

2.1 Availability Commitment

ClickLearn targets a minimum monthly uptime objective of 99.9% for the production Cloud Services.

Availability is measured per calendar month.

The availability objective represents a service target only and does not constitute a warranty or guarantee.

2.2 Definition of Availability

Availability is calculated as:

Availability (%) = ((Total minutes in the calendar month – Unplanned Downtime) / Total minutes in the calendar month) × 100

Example:

$$\begin{aligned} \text{Availability (\%)} &= ((43,200 - 45) / 43,200) \times 100 \\ &= (43,155 / 43,200) \times 100 \\ &= 0.99896 \times 100 \\ &= 99.896\% \text{ availability} \end{aligned}$$

Unplanned Downtime means a complete inability for all users to access the core production Service.

The following are excluded from Unplanned Downtime:

- Scheduled Maintenance (Clause 2.3)
- Emergency maintenance required to protect security or stability
- Force majeure events
- Issues caused by:
 - Customer infrastructure or configuration
 - Internet connectivity
 - Third-party systems or integrations
 - Misuse of the Services
 - Excessive or abnormal usage beyond intended design

Partial degradation or reduced performance that does not prevent access to core functionality does not constitute Unplanned Downtime.

2.3 Scheduled Maintenance

ClickLearn may perform scheduled maintenance to maintain or improve the Services.

- Scheduled maintenance will normally occur outside Normal Business Hours.
- ClickLearn will provide reasonable prior notice where maintenance is expected to materially impact availability.
- Emergency maintenance may be performed without prior notice where necessary to protect security, data integrity, or system stability.

ClickLearn's internal monitoring systems will be the authoritative source for availability measurements.

3.0 Incident Management and Support

3.1 Support Availability

Standard support is available:

- Monday to Friday
- 09:00–17:00 CET and EST
- Excluding public holidays in Denmark and the United States

Support is provided via:

- Email (support@clicklearn.com)
- Customer portal
- Online meetings where appropriate

3.2 Incident Severity Levels

Incidents are classified as follows:

Priority 1 (Critical)

Complete production outage affecting all users and preventing access to core functionality.

Priority 2 (High)

Major functionality significantly impaired with no reasonable workaround.

Priority 3 (Medium)

Partial loss of functionality or issue with workaround available.

Priority 4 (Low)

Minor issue, general question, or cosmetic defect.

3.3 Target Response Times

ClickLearn will use commercially reasonable efforts to meet the following initial response targets during Support Hours:

Severity	Initial Response Target
P1 – Critical	4 Business Hours
P2 – High	8 Business Hours
P3 – Medium	2 Business Days
P4 – Low	3 Business Days

Response time means acknowledgement of the incident and initiation of investigation.

Resolution times are not guaranteed but incidents will be handled with priority appropriate to their severity.

3.4 Escalation

Critical incidents (P1) are escalated internally to senior technical resources and managed with priority until service is restored or a workaround is implemented.

Upon request, ClickLearn will provide status updates during material incidents.

4.0 Security and Operational Measures

ClickLearn maintains technical and organizational security measures as described in the Data Processing Addendum (Sub-Schedule 1.3).

These measures include:

- Encrypted data transmission (minimum TLS 1.2)
- Secure cloud hosting (Microsoft Azure)
- Regular backups
- Disaster recovery planning and periodic testing
- Logging and monitoring of relevant system events
- Regular vulnerability scanning and security updates

5.0 Backup and Disaster Recovery

ClickLearn maintains:

- Automated backups of production data
- Geo-redundant cloud hosting infrastructure
- Documented disaster recovery procedures
- Periodic internal testing of recovery procedures

Recovery time and recovery point objectives are commercially reasonable but not contractually guaranteed unless separately agreed in writing.

6.0 Customer Responsibilities

To enable effective support, the Customer shall:

- Designate authorized support contacts
- Provide sufficient detail when reporting incidents
- Cooperate reasonably in troubleshooting
- Ensure systems and configurations meet documented requirements
- Use supported environments and versions

Failure to provide required cooperation may affect resolution timelines.

7.0 Reporting and Transparency

Service status and operational updates are available at:

<https://status.clicklearn.com/>

Upon reasonable request, ClickLearn may provide summary availability information.

8.0 Remedies

If ClickLearn fails to meet the availability commitment in a given month, ClickLearn will, upon written request, provide a summary report describing:

- The nature and duration of the incident
- The root cause (where reasonably determinable)
- Remedial and preventive measures implemented

Except as expressly provided in the Agreement, this SLA sets out the Customer's sole and exclusive remedies in relation to service availability and support performance.



Contact information

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