

Service Level Agreement

Version 3.1, current. Effective 3 October 2026. Download PDF

This SLA forms part of the Master SaaS Agreement ("Agreement") between Sona8 Inc. and Customer. Capitalized terms have the meaning given in the Agreement.

1. Uptime commitment

Sona8 will make the Service available at least 99.5% of the time in each calendar month ("Target Uptime").

Monthly Uptime % = (total minutes in the month – Downtime minutes) ÷ total minutes in the month × 100.

Downtime means minutes in which Authorized Users cannot log in to the Service, or Participants cannot start or complete interviews, as measured by Sona8's monitoring and confirmed by Customer's reasonable reports. Downtime does not include Excluded Events.

2. Excluded Events

The following do not count as Downtime:

- Scheduled maintenance: announced at least 72 hours in advance, carried out between 22:00 and 06:00 CET or on weekends, and not exceeding 8 hours per month. Emergency security patches announced as soon as practicable are also excluded, up to 4 hours per month.
- Force majeure events.
- Failures of Customer's own systems, networks, or identity provider.
- Customer's use of the Service in breach of the Agreement or the Documentation.
- Suspension under Section 3.4 of the Agreement.

- Beta, preview or free features marked as such.
- Degraded quality of individual AI answers or transcription, where the Service remains usable.

Outages of Sona8's own subprocessors (hosting, AI and voice providers) do count as Downtime. They are Sona8's responsibility to Customer.

3. Service credits

If Monthly Uptime falls below Target Uptime, Customer is entitled to a credit on the monthly portion of the subscription fee:

Monthly Uptime	Service credit
99.0% to below 99.5%	5%
98.0% to below 99.0%	10%
Below 98.0%	15%

- Credits are capped at 15% of the monthly fee per month.
- Credits are applied to the next invoice. They are not paid as cash, except a remaining credit balance is refunded when the Agreement ends.
- To claim a credit, Customer must email support@sona8.com within 30 days after the end of the affected month, with the dates and times of the Downtime.
- Service credits are Customer's sole and exclusive remedy for failing to meet Target Uptime, except as set out in Section 4.

4. Chronic failure

Customer may terminate the affected Order Form on written notice, and receive a refund of prepaid fees for the remaining Subscription Term, if either of the following happens:

- Monthly Uptime falls below 99.5% in 3 months within any 6-month period.
- Monthly Uptime falls below 98.0% in any 2 consecutive months.

Customer must give notice within 60 days of the triggering month.

5. Support

Customer can contact support at support@sona8.com and through in-app chat. Requests are received 24/7. They are handled during business hours, Monday to Friday, 09:00–18:00 CET and 09:00–17:00 US Pacific, excluding public holidays in Berlin and California. Severity 1 is handled outside these hours.

Severity	Definition	First response target
1 – Critical	Service unavailable, or a suspected security incident affecting Customer Data	2 hours, 24/7
2 – High	Core function materially impaired, no workaround	8 business hours
3 – Normal	Partial impairment, or a workaround exists	2 business days
4 – Low	Questions, feature requests, documentation	5 business days

Response targets measure the time to a first substantive human response, not to resolution. Sona8 will keep working on Severity 1 and 2 issues continuously until a fix or workaround is in place, and will provide status updates.

6. Status and reporting

Sona8 will maintain a public status page at the address it notifies to Customer (currently sona8.com/status). On request, Sona8 will provide a monthly uptime report. For Severity 1 incidents, Sona8 will provide a written root-cause summary within 5 business days.