

SLA — Service Level

Applicable to Business and Enterprise plans. Last updated: April 24, 2026.

1. Scope

This Service Level Agreement (SLA) describes the availability commitments, support response times, and indemnification terms that Certyneo extends to customers subscribing to a Business or Enterprise plan. It supplements the Terms of Use (/legal/terms) and, in case of conflict, the SLA takes precedence on matters of availability and support.

The scope covers the electronic signature platform accessible via <https://certyneo.com>, the REST API documented at /docs, as well as webhooks and native integrations listed in Annex 1 of your customer contract.

2. Availability

Target: 99.9% monthly availability, calculated on the calendar month, excluding the exclusions described below. This represents a maximum of ~43 minutes of downtime per month.

Measurement: availability is measured by our external synthetic probes (executed every 60 seconds from at least two AWS regions) on the endpoints GET /, GET /api/health, and POST /api/envelopes. A service is considered unavailable if at least two consecutive probes fail with an HTTP 5xx code or exceed the 10-second timeout.

Exclusions: planned maintenance windows (announced 72 hours in advance, limited to 4 hours/month, preferably outside EU business hours), acts of force majeure, outages of third-party infrastructure directly attributable to a named subcontractor (IONOS, Resend, Twilio, Stripe — outage acknowledged by the provider), and incidents caused by misuse of the service by the customer (quota overflow, DDoS attack carried out using the customer's credentials).

3. Support Response Times

Requests are classified by severity level when the ticket is opened, according to the following matrix:

Severity	Definition	Business	The Enterprise
P1 — Critical	Service completely unavailable or loss of integrity of a signed envelope.	Response within 2 hours	Response within 1 hour, 24/7
P2 — High	Major functionality broken without viable workaround.	Response within 4 business hours	Response within 2 business hours
P3 — Medium	Minor bug with workaround, functional question.	Response within 1 business day	Response within 4 business hours
P4 — Low	Feature request, documentation question.	Response within 3 business days	Response within 1 business day

4. Indemnification in Case of Breach

If measured monthly availability falls below 99.9%, a credit is applied to the following month's invoice according to the schedule below, as a percentage of the plan's monthly fee:

Between 99.0% and 99.9%: 10% credit

Between 97.0% and 99.0%: 25% credit

Below 97.0%: 50% credit

Cumulative credit cannot exceed 100% of the current monthly bill and is applied automatically to the next invoice without any action required by the customer. The customer also retains the right to terminate for legitimate reasons if three consecutive months fall below the 99.0% threshold.

5. Claim Procedure

Requests for application of this SLA must be sent by email to support@certyne.com with the subject [SLA] <mois> <année>. Certyne confirms the measured availability and, if applicable, applies the credit within 30 days.

In case of persistent disagreement over the interpretation of the SLA, the parties commit to a prior mediation phase (maximum 1 month) before any legal proceedings, in accordance with the amicable dispute resolution clause of the Terms of Service.

For any questions about this SLA, please contact legal@certyneo.com.