

Service Level Agreement (SLA) – Bridgesoft Identity Gateway (SaaS)

This Service Level Agreement (“SLA”) applies to customers with an active and valid subscription to **Bridgesoft Identity Gateway (“IG”)**, a Software-as-a-Service (“SaaS”), owned, hosted, and operated by **Bridgesoft** (the “Service”). This SLA defines the service availability commitments, exclusions, and remedies applicable to the Service.

1. Service Commitment

Bridgesoft will use **commercially reasonable efforts** to ensure that the Identity Gateway Service is available with a **Monthly Uptime Percentage of not less than ninety-nine-point five percent (99.5%)**, measured on a calendar-month basis (the “Service Commitment”).

The Service Commitment applies to the production instance of the Identity Gateway and covers core identity governance and lifecycle management capabilities as described in Bridgesoft documentation.

2. Definitions

For purposes of this SLA, the following definitions apply:

- “**Service**” means the Bridgesoft Identity Gateway SaaS platform provided in the customer’s production environment, including its administrative user interface, supported HTTPS APIs, connectors, workflows, and identity lifecycle management capabilities such as aggregation, provisioning, updates, and de-provisioning.
- “**Available for Use**” means that the Service is operational and responds to HTTPS requests from authorized users for normal business use in the production environment.
- “**Monthly Uptime Percentage**” or “**Availability Percentage**” means the percentage of total minutes in a full calendar month during which the Service is Available for Use.
- “**Downtime**” means any period during which the Service is Unavailable, excluding Excluded Downtime as defined in this SLA.
- “**Scheduled Downtime**” means planned maintenance windows communicated by Bridgesoft to customer in advance, during which the Service may be temporarily unavailable.
- “**Service Level Period**” means continuous service availability measured on a twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (24x7x365) basis.

3. Service Unavailability

The Service is considered **Unavailable** only when, excluding Exclusions, **both** of the following conditions occur:

- The Service is unable to receive, process, or execute identity lifecycle operations across supported integration channels configured within the Identity Gateway; **and**
- Administrative access to the Service user interface or supported APIs is not available.

For clarity, the following **do not** constitute **Service Unavailability**:

- Partial degradation of performance.
- Delays in processing.
- Failures limited to specific connectors, applications, or third-party systems.
- Issues originating from external identity sources or target systems.

4. Exclusions

Downtime does **not** include, and the Service Commitment does **not** apply to, unavailability caused by or resulting from:

- **Unavailability**
During which the Service does not respond to HTTPS requests in the production environment, excluding any periods of unavailability resulting from the events listed under Exclusions in this SLA.
- **Availability Commitment**
Subject to the exclusions set forth in this SLA, the Service will be Available for Use at least 99.5% of the time during any full calendar month.
- **Emergency Maintenance**
Maintenance performed by Bridgesoft to address critical issues affecting the Service. Bridgesoft will use commercially reasonable efforts to notify customers at least twenty-four (24) hours in advance. (Unscheduled maintenance required to address security vulnerabilities, compliance requirements, or Service stability, with notice provided where commercially practicable.)
- **Customer Outage Event**
Unavailability caused by acts, omissions, or requests of customer, including without limitation:
 - a) configuration changes in, or failures of, the customer side of the network connection;
 - b) work performed by Bridgesoft at customer's request;
 - c) customer's unavailability or untimely response to incidents requiring customer participation for source identification and/or resolution; or
 - d) customer's failure to provide Bridgesoft with requested physical or remote access to customer facilities, equipment, systems, or personnel.
- **Excluded Downtime**
 - a) a customer Outage Event;
 - b) equipment, applications, interfaces, integrations, systems, or services not owned, controlled, or offered by Bridgesoft; or
 - c) a Force Majeure Event.
- **Scheduled Maintenance**
Planned maintenance activities announced in advance by Bridgesoft, including platform updates, security patches, performance optimizations, and upgrades.
- **Third-Party Endpoint Failures**
Outages, performance issues, or unavailability of customer applications, directories, databases, identity sources, or external systems integrated with the Service.

- **Force Majeure Events**

Events beyond Bridgesoft's reasonable control, including natural disasters, acts of government, war, terrorism, labor disputes, or widespread internet disruptions.

5. Service Credits

If Bridgesoft fails to meet the **Service Commitment** for a given calendar month, the customer may be eligible to receive **Service Credits**, subject to the terms and conditions of this SLA.

Service Credits:

- Are applied solely toward future Bridgesoft subscriptions or services;
- Are non-refundable and non-transferable;
- Are subject to an aggregate annual cap; and
- Expire if not used within **twelve (12) months** from the date of issuance.

Credit Request Process

To be eligible for **Service Credits**, the customer must submit a support request within **thirty (30) days** following the end of the calendar month in which the alleged **Service Unavailability** occurred.

The request must include:

- The phrase "**SLA Credit Request**";
- The date(s) and time range of the claimed **Service Unavailability**; and
- The affected Service environment identifier.

Bridgesoft may require additional information reasonably necessary to validate the request. All determinations are based on Bridgesoft's monitoring and operational records.

6. Sole Remedy

Service Credits provided in accordance with this SLA constitute the **customer's sole and exclusive remedy** for any failure of the Service to meet the Service Commitment.

7. Architecture Acknowledgement

The customer acknowledges that the Identity Gateway operates as part of a broader identity governance ecosystem and integrates with external applications, directories, databases, and identity sources. Bridgesoft is responsible solely for the **application-level availability** of the Identity Gateway as expressly defined in this SLA and does not guarantee the availability of external or third-party systems.