

The OnceHub Service Level Agreement (SLA)

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At OnceHub, we understand the importance of data access and service availability. Scheduling is a critical business process and there is never a good time for downtime. Built with a top-tier infrastructure, OnceHub provides the reliability and performance our customers have come to expect.

Nonetheless, as with any cloud software, downtime still occurs. There are two types of downtime.

Planned downtime

Planned downtime is typically required for new releases so we can deploy our latest features. Planned downtime is always performed during off-peak hours and published in advance to prepare our customers for the downtime. Planned downtime usually lasts 30 - 60 minutes and typically occurs on Saturdays, between 12:00 AM – 6:00 AM Eastern Time. Planned downtime occurs 6 - 8 times a year in line with the frequency of our releases.

Unplanned downtime

Even with the best intentions, unplanned downtime and service issues can sometimes occur. Unplanned downtime is usually the result of a third-party service failure or unexpected complications in our releases. In these cases, we report such incidents to our customers as quickly as possible (usually within a few minutes) and make every effort to resolve them as fast as we can. During unplanned downtime, we continually update our customers on the progress that is being made towards a resolution.

Not all unplanned downtime is equal. Unplanned downtime varies, depending on how it affects OnceHub Users (severity level) and also its cause.

Severity levels

Unplanned downtime is divided into severity levels. The level of severity depends on the impact to the usability of OnceHub. Each level has its own formal definition.

- **Severity 1:** The service is down, inoperable, inaccessible, or unavailable. The performance or nonperformance of the service prevents all useful work from being accomplished.
- **Severity 2:** The service is severely limited or degraded. Major functions are not performing properly, causing a significant impact to User's operations or productivity.
- **Severity 3:** The service has a minor issue with minimal impact to business operations; the issue is localized or has isolated impact; or the problem is any other issue that is not Severity 1 or 2.

Only Severity level 1 is applicable to the OnceHub SLA commitments.

Force majeure

When unplanned downtime happens due to acts of god, such as earthquakes, fires, or floods, or things like wars, government sanctions, embargos, or riots, this is considered force majeure. Since force majeure can't be anticipated, it is excluded from the OnceHub SLA commitments.

Third-party applications

Occasionally, unplanned downtime is beyond the control of OnceHub. This occurs when a third-party application, such as an integrated calendar or CRM, is not operating at normal service levels. Typically, the effect of this can be quickly worked around by disconnecting the affected system from OnceHub. Since service issues with third-party applications do not affect the functionality of the core OnceHub platform and OnceHub does not have responsibility for external systems, unplanned downtime resulting from third-party integrations is excluded from the OnceHub SLA commitments.

Uptime Service Level Agreement (SLA)

As part of our commitment to customers, we aim to provide 99.9% uptime. The OnceHub SLA only includes unplanned downtime of severity level 1. It does not include other types of downtime—specifically, the following downtime is excluded from the SLA:

- Planned downtime
- Unplanned downtime at severity levels 2 and 3
- Unplanned downtime resulting from force majeure
- Unplanned downtime resulting from third-party applications.

When calculating our monthly uptime, only unplanned downtime of severity level 1 should be considered. Our 99.9% uptime commitment is equivalent to 43.8 minutes per month or 8.76 hours per year of unplanned downtime. As part of our service level commitments, all types of downtime are published. This type of transparency ensures we meet our uptime goals.

To monitor our system status or planned downtime, visit [our status page](#) or subscribe to status notifications on our dedicated [twitter feed](#). [Learn more about the status page](#)
