

Vixly Service Level Agreement

Version 2026.10 · Effective date: the date shown when this version is published in Vixly

This Service Level Agreement ("**SLA**") is part of the Vixly Terms of Service between **Tech Crafters LLC**, 501 N Dixie Hwy, Suite 3004, Hallandale Beach, FL 33009, United States ("**Tech Crafters**", "**we**") and the Company that subscribes to a paid Vixly plan ("**you**"). Words defined in the Terms have the same meaning here.

1. Availability commitment

We aim to keep Vixly available **99.5% of the time in each calendar month** (the "**Monthly Availability**").

2. How availability is measured

2.1 Vixly is **unavailable** during any minute in which the Company's staff workspace or customer portal cannot be reached or cannot sign anyone in, because of a problem on our side, as recorded by our monitoring or confirmed by our records.

2.2 Monthly Availability = (minutes in the month – minutes unavailable) ÷ minutes in the month, excluding the time listed in section 3.

3. What is not counted

The following time does not count as unavailable:

1. **planned maintenance** announced in Vixly at least 48 hours in advance, up to 8 hours a month, and urgent security maintenance;
2. problems caused by you, your staff, your devices, your internet connection or your network;
3. problems with services you connect with your own account (for example card payments, text messages, carriers or accounting), or with your own domain name or email;
4. events beyond our reasonable control, as described in the Terms;
5. suspension of your account under the Terms or the Acceptable Use Policy, or read-only access for late payment or for terms not accepted;
6. features marked as preview or beta, and free trials.

4. Service credits

If the Monthly Availability falls below the commitment, you can ask for a credit on your next invoice, as a percentage of that month's recurring subscription fee:

Monthly Availability	Credit
below 99.5% and at least 99.0%	5%
below 99.0% and at least 97.0%	10%
below 97.0%	25%

5. How to claim a credit

Send your claim to **support@techcrafters.ltd** within 30 days after the end of the month concerned, with the dates and times of the problem. We confirm or explain our decision within 15 business days. Credits are applied to a future invoice; they are not paid out in cash, and they cannot exceed 25% of the monthly fee for any month.

6. Support

How to reach us	support@techcrafters.ltd
Support hours	Monday to Friday, 9:00 a.m. to 6:00 p.m. Eastern Time, except US public holidays
First response, Vixly unavailable	within 4 support hours

First response, a feature does not work	within 1 business day
First response, questions and requests	within 2 business days

We work on an outage until it is resolved, including outside support hours when we are aware of it.

7. Sole remedy

Service credits are your only remedy for Vixly being unavailable, except where the Terms give you a right to cancel, or where the law gives you rights that cannot be limited.

8. Changes

We may update this SLA by publishing a new version with a new version of the Terms. A new version will not reduce the availability commitment or the credits during a paid period you have already started.