



**connectmyapps**

Uptime and Service Availability

## Uptime and Service Availability

ConnectMyApps is designed to provide reliable access to its services and platform. Our standard service availability target is 99.9% availability, 24/7, unless otherwise agreed in a customer-specific agreement.

Service unavailability caused by planned maintenance, emergency maintenance, security measures, third-party service dependencies, internet connectivity issues, customer-side configuration or access issues, force majeure events, or other circumstances outside ConnectMyApps' reasonable control is excluded from the service availability calculation.

Where planned maintenance is required, ConnectMyApps aims to provide advance notice where reasonably possible. Planned maintenance windows are normally expected to be limited in duration, and ConnectMyApps will use reasonable efforts to minimize disruption to customers.

If service interruptions occur, ConnectMyApps will use commercially reasonable efforts to restore the service and communicate relevant updates to affected customers.

Support response times and service levels may vary depending on the customer's subscription, support tier, or applicable Service Level Agreement.

This page provides a general summary of ConnectMyApps' service availability approach. Contractual commitments are governed by the applicable agreement between ConnectMyApps and the customer.