IdeaLine · Service Level Terms

Draft, pending legal review. This document is a draft while our counsel completes their review. It may change before IdeaLine opens to the public, and nothing here is final until we publish a reviewed version with an effective date. This is not legal advice. Questions? Write to hello@idealine.io.

Service Level Terms

Last updated [EFFECTIVE DATE]

1. Who this applies to

These Service Level Terms apply to workspaces on the **Enterprise** plan with a signed order form that refers to them. Other plans, and the closed beta, receive no uptime or response commitment; we work to keep the Service available and publish status on the status page. This document is part of your order form and the Terms.

2. Availability target

We aim for the IdeaLine web app and its server functions to be available at least [99.0%] of the time in each calendar month ("Monthly Availability"), measured as the share of minutes in which a signed-in person can open and use the app, excluding the items in section 4. We measure it with our own monitoring and publish the results on the status page.

3. If we miss it

Monthly Availability	Service credit (share of that month's fee for the affected workspace)
Below [99.0%] but at least [98.0%]	[5%]
Below [98.0%] but at least [95.0%]	[10%]
Below [95.0%]	[25%]

To claim a credit, write to support@idealine.io within 30 days after the end of the month, naming the dates and times. We confirm it against our records and apply it to your next invoice. Credits are not paid out in cash. **Service credits are your only remedy for missing the target**, except where the law does not allow that limit, or you have a right to end your plan under your order form.

4. What is not counted

- Scheduled maintenance announced at least 24 hours ahead, which we aim to keep short and outside working hours;
- **AI features**, which depend on outside providers and are excluded from every availability and service-level commitment;

- Problems with your own equipment, network, browser or settings, or with third-party services you connect (calendars, chat tools, Canva, Box, Buffer and similar);
- Outages of our infrastructure providers that affect their customers broadly (for example a hosting provider's regional failure), after we have used our own recovery options;
- Suspension for breach of the Terms or the Acceptable Use Policy; attacks on the Service that we could not reasonably prevent; events outside our reasonable control (force majeure);
- Features marked beta, preview or coming soon; and the API unless the order form says it is covered.

5. Support and response targets

Enterprise has priority support. Write to support@idealine.io, or use **Report an issue** in the app and quote the support code. We aim to give a first reply within these times, counted in business hours (Monday to Friday, [9:00 to 17:00 US Central], excluding US public holidays):

Severity	What it means	First reply
1: Service down	The workspace cannot be used, or data may be lost or exposed	[4 hours], and we work on it until it is resolved or worked around
2: Major problem	A main feature is badly degraded and there is no workaround	[1 business day]
3: Minor problem or question	Something is wrong but you can carry on, or you need help	[2 business days]

These are response targets, not resolution times, and they are not covered by credits.

6. Telling you about incidents

We post incidents that affect many customers on the status page, and tell affected workspace owners by email. If a personal data breach affects your data we notify you as the Data Processing Addendum says (without undue delay, and within 48 hours of confirming it).

7. Backups and recovery

We back up the database every hour and keep hourly copies for 7 days and daily copies for 30 days, at a separate provider, encrypted. Restoring is done by us on request and is not automatic. We do not promise a recovery time or recovery point beyond this unless your order form states one after we have completed a restore drill.

8. Changes

We may improve these terms; a change that makes them worse for you applies to renewals, not to the term you have already paid for.