1. Definition

"We"/"Us"/"Our"/"OJSCloud " means Coreway Technologies of 8, Panchvati Estate, Odhav Ahmedabad, Gujarat, India and/or any of its subsidiaries and/ or affiliates involved in providing the Services.

"You"/"Your"/"Yourself"/"User"/"Customer" means the user of the Website and/or customer of the Services.

"Services" means any services offered by Coreway Technologies on its Website including but not limited to managed cloud hosting for OJS – commonly referred to as the OJSCloud.

2. Purpose & Scope of document

The objective of the SLA is also to define the rules of interaction between OJSCloud and the Customer. This SLA is an integral part of the Contract between OJSCloud and the Customer with the rules laid down in Clause 4 of the General Conditions of Service Provision.

3. Validity and duration of the SLA modifications or replacement of the SLA

This SLA shall enter into force for an indefinite period of time for each Customer after the hosting contract period starts and shall end with the termination of the hosting contract.

OJSCloud may make changes to the Service Level Agreement from time to time. When these changes are made, OJSCloud will make a new copy of the Service Level Agreement available at https://www.ojscloud.com/sla. OJSCloud will also notify You of any substantial changes on the email address provided by You during the registration process, and give You the opportunity to terminate Your contract with Us should you not agree with these substantial changes. You understand and agree that if you use the Services after the date indicated in the said email , OJSCloud will treat your use as acceptance of the updated Service Level Agreement.

4. Standard level of service

4.1. OJSCoud's goal is to ensure that our services are available to Customers twenty-four hours a day, seven days per week, and three hundred sixty-five days per year (Service Availability).

4.2. Please note that Service Availability refers to managed OJS hosting and related services and in no case we are guaranteeing here the Service Availability of our Partner Cloud Providers (see third party SLAs in Clause 7 below).

4.3. OJSCloud offers two standard support options, WhatsApp and Email.

4.4. Live chat Service is intended to provide an interactive method to request and receive basic information and troubleshooting assistance on a first-come, first-served basis. Live chat service is available from Monday to Friday between 10 am to 7 pm IST (10:3p pm to 7:30 am CST). Particularly, and to avoid clogging the Live Chat system, interactive support sessions are subject to a maximum duration time depending on the plan level you are in:

- Basic Plan Support – No Chat support available
- Advanced Plan Support – 15 minutes max chat duration
- Enterprise Plan Support – Support duration as defined during the enterprise license evaluation process

When the chat duration goes above the limits set above, our Live Chat agents will create a ticket with all information provided during the chat session to be followed up by our senior engineers via our Ticketing System. Expected response times for tickets presented by Customers or created on the Customers' behalf by our agents are as follows:

- High Priority Tickets
  - Basic Plan Support – 24 hours
  - Advanced Plan Support – 12 hours
  - Enterprise Plan Support – 8 hours
- Normal Priority Tickets
  - Standard Plan Support – 48h
  - Advanced Plan Support – 24 hours
  - Enterprise Plan Support – 12 hours

4.5. Our Response Time goal is the time it takes to acknowledge and have the "work started" status only, not the time it takes to resolve the issue in question.

4.6. High Priority tickets must be related to events that render Customers' infrastructure and/or services unusable/inaccessible. Other types of events rated as High Priority by Customers and that don't match this description will be demoted to Normal Priority by OJSCloud's personnel and treated accordingly.

4.7. OJSCloud realizes that our Service Availability and Response Time goals may not always be met. Accordingly, Clause 5 sets out credits should we fail to meet the Service Availability or Response Time goals.

5. Credits disbursed when service standards is not met

We will compensate our Customers in the event that our Service Standards are not met and provided the Customer(s) would have reported it through our Support Portal. Compensation will be through credit against Your next monthly invoice. You will receive a credit of 1% of Your total fee (for the month in which the SLA was not met) for each hour in which We fail to meet Our Service Standard levels. Collectively, these are referred to as SLA Credits. SLA Credits are based on our monitoring, may not exceed the total amount of Fees you have paid to us for the month in which we failed to meet the Service Standards set out in Clause 4, may not be aggregated, and will not be paid in cash.

6. Situations in which we will not disburse any credit

Should we fail to meet the Service Standard goal as a result of scheduled outages, emergency maintenance or Force Majeure Events, the SLA Credit policy will not be applicable.

If the failure to meet the Service Standards is based on a non-standard environment, customer authored code or changes to the Service by parties other than OJSCloud, You will not be entitled to any SLA Credit.

7. Third party infrastructure provider SLA

Click here to view DigitalOcean SLA.

8. SLA applicability limits

Listed below are the conditions in the presence of which, despite the occurrence of any malfunction, the Customer is not due any compensation provided by the SLA:

8.1. Due to a Force Majeure, i.e. events that, objectively, would prevent OJSCloud's staff from intervening to perform the tasks set out by the Contract which are OJSCloud's responsibility (merely by way of example and not exhaustive: strikes and demonstrations which block communication routes; road accidents; wars and acts of terrorism, natural disasters such as flooding, storms, hurricanes, etc.);

8.2. Extraordinary interventions to be carried out urgently at the sole discretion of OJSCloud to avoid hazards to safety and/or stability and/or confidentiality and/or integrity of the virtual infrastructure created and allocated by the Customer and the data and/or information contained therein. Any execution of these measures will be communicated to the Customer via email sent to the email address provided when ordering with less than 48 hours notice, or at the start of the operations in question or in any case, as soon as possible;

8.3. Unavailability of the hosting infrastructure created and allocated by the Customer due to:

- Faults and malfunctions of application/management software provided by third parties;
- Non-fulfilment or breach of Contract due to the Customer;