



Service Level Agreement for Office 365 and Google G Suite Backup

The aforementioned company ("Cloudberry Lab") agrees to provide users ("user") with an online backup service for any computer or user registered on our service. All enabled users, or users with hosted data, are considered an active user and will be charged accordingly.

Cloudberry Lab will use all available resources to make sure that the service is available 24/7 based on the conditions listed below:

1. All services are rendered online only and Cloudberry Lab technicians will not come to your residence or business facility to address any issue you may have.
2. Cloudberry Lab offers phone and email support. Support is available according to the following schedule:
 - Monday – Friday: 2am – 8pm EST
 - Weekends: 8am – 2pm EST
 - Holidays: Support on major international holidays is available on the same terms as on weekends.
 - Cloudberry Lab offers telephone and remote support only by customer request. Remote sessions should be scheduled in advance.
3. Cloudberry Lab ensures that Backup will run twice a day at 9am & 9pm GMT. However, Cloudberry Lab cannot be liable regarding the following issues: computer errors, internet connectivity issues or any other technical issues out of its control which may cause a glitch or a complete failure of your data backups. It's user's responsibility to ensure his data backup has been successfully completed by checking the log file generated by his backup.
4. Backup recovery (restore) is rendered online only and uses the API's provided by Google and Microsoft, depending on your account type. The form and format are dependent on aforementioned API's as part of the backup recovery process.
5. Cloudberry Lab cannot be held responsible for any issues out of its control affecting the services. Such as the ones linked to data storage provider. Likewise, the company would not be held liable for exceptional issues affecting the company itself such as internet outage, strikes, government shutdowns, natural disaster and so on. Moreover, data backup & recovery time depends entirely on various factors such as your internet speed.
6. Cloudberry Lab will perform regularly scheduled maintenance & upgrade of the solution during regular off-hours determined by the company sole discretion. These actions can lead to occasional service downtime. These maintenance and upgrade are vital to



ensure the full reliability of the services. The company will generally notice user in advance before proceeding to such upgrade or maintenance. Therefore Cloudberry Lab might also have to proceed with emergency maintenance. As such an emergency action cannot be predicted by definition, Cloudberry Lab may not be able to notify prior to such maintenance. The company will do its best to inform you by posting notices on its website, social networks or through email.

7. Cloudberry Lab does not store any backed up user data on its own servers or any 3rd party servers. All data is backed up to a cloud storage provider of the user's choice.
8. Cloudberry Lab will make technically reasonable efforts to restrict unwarranted access to users backed up data. However, no password protected system of data storage and retrieval can be made entirely impenetrable and users acknowledge that Cloudberry Lab is not invulnerable to all security breaches or immune from viruses, security threats or other vulnerabilities.
9. CloudberryLab reserves the right to modify this SLA at its discretion. If so it is the user responsibility to check regularly the SLA content.