

Starcore — Service Level Agreement (SLA)

Provider: Zerotime Solutions LLP **Service:** Starcore Workforce Management System ("Starcore", the "Service") **Last updated:** 24 June 2026

This SLA forms part of the Starcore **Terms of Service** (<https://starcore.live/terms>) and applies **only to active paid Subscriptions**. The Intro Period and the Free Tier are provided **without any SLA**. All amounts are in Indian Rupees (INR).

1. Scope

This SLA sets out our uptime commitment, the service credits available if we miss it, and our support response targets, for customers on a paid Subscription. Where an Order Form specifies different service levels, the Order Form prevails.

2. Definitions

- **"Monthly Uptime Percentage"** — $((\text{Total Minutes in the calendar month} - \text{Downtime Minutes}) \div \text{Total Minutes in the calendar month}) \times 100$.
- **"Downtime"** — a period in which the core Service is unavailable to the Customer, as confirmed by our monitoring, excluding the events in Clause 6.
- **"Scheduled Maintenance"** — maintenance carried out or announced in accordance with Clause 7.
- **"Monthly Subscription Fee"** — for a Subscription billed over six months or a year, the total Subscription fee divided by the number of months in the Subscription Term, used solely to calculate service credits.
- **"Service Credit"** — a credit applied to a future invoice, calculated as a percentage of the Monthly Subscription Fee.

3. Uptime Commitment

- 3.1 We commit to a **Monthly Uptime Percentage of 99.5%** for the core Service.
- 3.2 Uptime is measured per calendar month, based on our monitoring records, which are authoritative for SLA purposes.

4. Service Credits

- 4.1 If the Monthly Uptime Percentage falls below 99.5% in a calendar month, you may request a Service Credit as follows:

Monthly Uptime Percentage	Service Credit (% of that month's Monthly Subscription Fee)
Below 99.5% but at or above 99.0%	5%

Monthly Uptime Percentage	Service Credit (% of that month's Monthly Subscription Fee)
Below 99.0% but at or above 95.0%	10%
Below 95.0%	25%

4.2 Service Credits are **not cumulative within a month**; only the single highest applicable tier applies. The maximum credit in any month is 25% of that month's Monthly Subscription Fee.

4.3 Service Credits are applied to a future invoice or renewal. They are **not redeemable for cash** and have no monetary value outside the Subscription.

4.4 Service Credits are your **sole and exclusive remedy** for any failure to meet the uptime commitment.

5. How to Claim a Service Credit

5.1 Email **support@starcore.space** within **30 days** of the end of the month in which the Downtime occurred, including: your account/organisation name, the dates and times of the Downtime, and a description of the impact.

5.2 We will verify the claim against our monitoring logs and, if valid, apply the credit to your next invoice or renewal.

6. Exclusions

Downtime does **not** include, and no Service Credit is due for, unavailability caused by: - Scheduled or announced maintenance, and emergency maintenance (Clause 7); - Factors outside our reasonable control, including force majeure, public internet, ISP, or upstream network failures; - The Customer's own systems, devices, networks, integrations, configurations, or misuse; - Suspension or termination for non-payment or breach of the Terms or Acceptable Use Policy; - Beta, trial, preview, or free features, and the Free Tier / Intro Period; or - The Customer's failure to follow reasonable technical requirements or instructions.

7. Scheduled Maintenance

7.1 We aim to perform maintenance during low-usage windows and to give at least **48 hours' notice** for planned maintenance likely to cause material disruption.

7.2 We may perform **emergency maintenance** without prior notice to protect security or stability, and will notify you as soon as reasonably practicable.

7.3 Time during Scheduled or announced maintenance is excluded from Downtime.

8. Support

8.1 **Channel.** Support is provided by email at **support@starcore.space** (and via in-app support where available).

8.2 **Support hours.** Monday to Friday, **9:30 AM – 6:30 PM IST**, excluding public holidays observed by us in India.

8.3 Target response times (first meaningful response, measured within support hours):

Severity	Description	Target first response
S1 — Critical	Service is down or a core function is unusable for all users, with no workaround	4 business hours
S2 — High	Significant feature impairment affecting many users; a workaround may exist	1 business day
S3 — Normal	Minor issue, general question, or feature request	2 business days

8.4 These are **response** targets, not resolution guarantees. We use reasonable efforts to resolve issues promptly after responding.

9. Relationship to the Terms

This SLA is governed by, and incorporated into, the Starcore Terms of Service, including its provisions on liability, governing law, and dispute resolution (seat: Ahmedabad, Gujarat).

10. Contact

Zerotime Solutions LLP Support: support@starcore.space General queries: hello@starcore.live Registered office: 232, Iscon Emporio, Besides Star Bazaar, Near Jodhpur Cross Road, Satellite, Ahmedabad, Gujarat 380015, India