



Forecastle

SERVICE LEVEL AGREEMENT

Service commitments, in writing.

What Forecastle promises on uptime, support response, and incident notification — and what you get back if we miss.

VERSION

1.0

EFFECTIVE

2026-05-12

CONTACT

support@forecastle.app

Service commitments at a glance

This Service Level Agreement (the **SLA**) sets out the minimum service levels Forecastle commits to. It forms part of the agreement between Forecastle and Customer under the applicable subscription. Capitalised terms not defined here have the meaning given in the subscription agreement.

99.9% MONTHLY UPTIME 99.95% on Multi-Entity. Measured per-minute, reported at status.forecastle.app.	4hr P1 RESPONSE 24/7 for production-down incidents. Updates every four hours until resolved.	24hr INCIDENT NOTIFICATION Affected customers notified within 24 hours of confirmed security incident.
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If we miss the uptime target: Customer is entitled to a Service Credit on the following month's invoice. Schedule on page 4. Credit is the sole and exclusive remedy for an SLA miss. To claim, email billing@forecastle.app within 30 days.

1. Definitions

Service

The Forecastle FP&A platform delivered at forecastle.app, including the web application, Excel add-in, Google Sheets add-on, integrations, and any associated APIs.

Available

The Service is "Available" during any minute in which the application responds to a synthetic health-check request from at least one geographic region with HTTP status 200 within 5 seconds.

Downtime

Any minute during which the Service is not Available, excluding minutes covered by the Exclusions section.

Monthly Uptime Percentage

$(\text{Total minutes in the calendar month} - \text{Downtime minutes}) \div \text{Total minutes in the calendar month}$, expressed as a percentage.

Severity Level

The classification of a support request as defined in Section 3, determined by Forecastle acting reasonably and in good faith based on the impact described by Customer.

Business Hours

09:00 to 18:00 in Customer's primary timezone, Monday through Friday, excluding the public holidays observed in Customer's primary jurisdiction.

Scheduled Maintenance

Pre-announced maintenance performed within a defined maintenance window. Forecastle's standard window is Tuesday 02:00–04:00 UTC. Customers are notified at least 48 hours in advance.

Emergency Maintenance

Maintenance performed outside the standard window in response to a security vulnerability, infrastructure-provider incident, or imminent threat to Service availability. Notified as soon as practicable.

Service Credit

A monetary credit applied to a Customer's next invoice, calculated as a percentage of the monthly subscription fee for the affected month.

2. Service availability

Targets by plan

PLAN	MONTHLY UPTIME TARGET	EQUIVALENT DOWNTIME / MONTH
Core	99.9%	~43 minutes
Advanced	99.9%	~43 minutes
Multi-Entity	99.95%	~22 minutes

How availability is measured

Forecastle operates synthetic health checks against the application from at least two geographic regions, executing once per minute. A minute counts as Available if at least one region records a successful response within 5 seconds. Per-minute results are aggregated into the Monthly Uptime Percentage and published at status.forecastle.app. Historical data is retained for 24 months and is available on request to support@forecastle.app.

Scope

Availability is measured against the core web application and authenticated API surface. The marketing site (getforecastle.com), public documentation, and customer-facing integrations to third-party services (Xero, QuickBooks Online, Google Workspace, Microsoft 365) are **not** included in the Service Availability calculation — an outage at a third-party provider does not constitute Forecastle Downtime, even though the customer's workflow may be impacted.

3. Support response

Severity classification

SEVERITY	DEFINITION	INITIAL RESPONSE	UPDATE CADENCE
P1 — Critical	Service is fully unavailable for all users, or a data-integrity issue is actively affecting production data.	4 hours, 24/7	Every 4 hours until resolution
P2 — Major	A major feature is unusable for all users with no reasonable workaround, or Service is degraded but partially available.	1 Business Day	Daily until resolution
P3 — Minor	A non-critical feature is impaired, or a workaround exists. Affects an individual user or a small subset.	2 Business Days	Every 5 Business Days
P4 — Question	Question, how-to, configuration assistance, or feature request.	3 Business Days	As needed

Support hours & channels

PLAN	STANDARD HOURS	P1 COVERAGE	CHANNELS
Core	Business Hours	24/7	In-app chat, support@forecastle.app
Advanced	Business Hours, priority queue	24/7	In-app chat, support@forecastle.app, scheduled call for P1
Multi-Entity	Business Hours, priority queue, named contact	24/7 with emergency line	All Advanced channels plus dedicated Slack Connect channel

Severity is initially set by Customer when raising the request and may be adjusted by Forecastle acting reasonably, with notice to Customer, if the request does not match the severity definition. Customer may request escalation at any time.

4. Service credits

If the Monthly Uptime Percentage in any calendar month falls below the target applicable to Customer's plan, Customer is entitled to the following Service Credit, applied to the next invoice:

MONTHLY UPTIME PERCENTAGE	SERVICE CREDIT	WHAT THAT MEANS
≥ Plan target	0%	SLA met. No credit due.
99.0% – < Plan target	10%	10% of the monthly subscription fee for the affected month.
95.0% – 99.0%	25%	25% of the monthly subscription fee for the affected month.
< 95.0%	50%	50% of the monthly subscription fee for the affected month.

Calculation basis

- For monthly subscriptions: credit is calculated against the monthly fee for the affected month.
- For annual subscriptions: credit is calculated against 1/12 of the annual subscription fee.
- Multi-Entity subscribers: credit is calculated against the base subscription fee plus the per-entity tier in effect for the affected month.

Cap and exclusivity

- Total Service Credits in any single month will not exceed 50% of that month's subscription fee.
- Service Credits are the sole and exclusive remedy for any failure to meet the Service Availability target. This SLA does not create a right to terminate or to claim consequential, indirect, or punitive damages.
- Service Credits have no cash value and are not refundable. They are applied as a deduction from the next invoice.

How to claim a credit

1. Email billing@forecastle.app within 30 days of the end of the month in which the SLA was missed.

2. Include: Customer organisation, affected month, subscription plan, and a brief description of impact (Forecastle's own measurement is authoritative; Customer's description is helpful context).
3. Forecastle will respond within 10 Business Days confirming the credit amount and the invoice to which it will be applied.

WE NOTIFY PROACTIVELY

In practice, Forecastle notifies affected customers proactively when an SLA miss has occurred and processes credits without requiring a claim. The 30-day claim window exists as a backstop in case Forecastle's monitoring under-counts an outage Customer can demonstrate.

5. Maintenance

Scheduled Maintenance

- Standard window: **Tuesday 02:00–04:00 UTC.**
- Customers are notified by email at least 48 hours in advance, including expected impact (full unavailability, brief restart, read-only mode, etc.).
- Time spent in announced Scheduled Maintenance does not count toward Downtime.
- Forecastle targets fewer than four Scheduled Maintenance windows per quarter and will not exceed eight without prior consultation with Customer.

Emergency Maintenance

- Performed in response to security vulnerabilities, infrastructure-provider incidents, or imminent threats to Service availability.
- Customers notified as soon as practicable, with rationale.
- Time spent in Emergency Maintenance does not count toward Downtime where the maintenance is performed in good faith to prevent or remediate a Service-affecting incident.

6. Exclusions

Downtime does **not** include any unavailability caused by:

- Scheduled Maintenance or Emergency Maintenance as defined above.
- Customer action or inaction, including but not limited to: account suspension for non-payment, customer-caused misconfiguration, customer-side network or firewall issues, or use of the Service in a manner not in accordance with its documentation.

- Outage of a third-party service connected by Customer (Xero, QuickBooks Online, Microsoft 365, Google Workspace, or any other integrated platform). Forecastle remains **Available** for the purposes of this SLA even when a connected third-party service is not.
- Force majeure events: acts of God, war, terrorism, civil unrest, governmental action, pandemic, internet backbone failure, or natural disaster.
- Features explicitly marked as Beta, Preview, or Experimental in the Service interface or release notes.
- Distributed denial-of-service attacks beyond commercially reasonable mitigation, provided Forecastle is acting in good faith to restore Service.
- Failures of components not under Forecastle's control: Customer's local network, ISP, DNS provider, or end-user device.

7. Incident response

For any confirmed security incident or material Service-affecting incident, Forecastle commits to:

- **Within 24 hours of confirmation:** initial notification to affected customers describing what is known, what is not yet known, and what is being done about it.
- **Within 72 hours:** written summary including known impact scope, mitigation steps taken, and expected timeline to full resolution.
- **Within 14 days of resolution:** post-incident review including root cause, the control that should have prevented the incident, and the remediation Forecastle commits to.

Live status and incident updates are published at status.forecastle.app. Customers may subscribe to per-incident email alerts from that page. Full security architecture, control descriptions, and the responsible-disclosure process are documented in the Forecastle Security Whitepaper, available at getforecastle.com/security/whitepaper.pdf.

8. Term & changes to this SLA

- This SLA is effective on the date of Customer's subscription commencement and continues for the duration of the subscription term.
- Forecastle may amend this SLA from time to time. Material changes that reduce the level of commitment will be notified to Customer at least 30 days in advance. If a material reduction would adversely affect Customer, Customer may terminate the affected portion of the subscription on a pro-rated refund basis by giving written notice within 30 days of the amendment notification.
- Non-material changes (clarifications, contact-address updates, additions of new commitments that do not reduce existing levels) take effect on publication.
- The latest version of this SLA is always available at getforecastle.com/security/sla.pdf.

9. Contact

PURPOSE	EMAIL
Support requests, severity classification, SLA queries	support@forecastle.app
Security incidents, DPA, vendor-risk questionnaires	security@forecastle.app
Service Credit claims and billing	billing@forecastle.app
Status page & live incident updates	status.forecastle.app

Companion documents

This SLA is one of three documents Forecastle publishes for procurement teams. The Security Whitepaper details how the Service is architected, encrypted, and operated. The Subprocessor List enumerates the third parties involved in delivering the Service. All three are available at getforecastle.com/security.