

IRONSCALES

Technical Support & Service Level Agreement

IRONSCALES technical support commitments for direct and value-added reseller (VAR) customers

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1. Purpose & Scope

This Service Level Agreement (SLA) sets out IRONSCALES' technical support commitments — severity classification, response times, availability, and support channels — for the customers described below. It supplements, and is governed by, the IRONSCALES End User Licensing Agreement (EULA).

This SLA applies to: Direct and VAR customers — customers who purchase directly from IRONSCALES or through a value-added reseller, with support delivered by IRONSCALES to the end customer (directly or via the reseller acting as intermediary).

2. Document Governance

Element	Requirement
Document owner	Global VP, Customer Experience
Approval chain	COO, CPO, VP Technology
Effective date	July 1, 2026
Review cadence	Annually or triggered by material product/infrastructure change

3. Definitions & Terminology

Capitalized terms used in this SLA have the meanings set out below. Terms not defined here have the meanings given in the IRONSCALES EULA.

Term	Definition
Business Hours / Business Day	“Business Hours” means 2:00am–5:00pm ET Monday through Friday and 2:00am–11:00am ET Sunday. A “Business Day” means any day on which Business Hours are observed.
Support Case / Ticket	“Support Request” means a request to fix a bug or address the functionality of an existing released version of the Platform. Support Requests must be logged through the IRONSCALES Help Desk and not directly with support staff.
Severity Level (tier structure)	“Severity Level” means the classification assigned to a Support Request — Critical (Sev 1), High (Sev 2), Normal (Sev 3), or Low (Sev 4) — determined by IRONSCALES in accordance with Section 4.
Response Time (clock start/stop)	“Response Time” means the elapsed time from the moment a Support Request is logged in IRONSCALES' ticketing system until IRONSCALES initiates a response to that request.
Unavailability / Downtime	“Unavailable” means Authorized Users cannot access the Platform's web console and/or API due to a Service failure confirmed by IRONSCALES, excluding failures attributable to Customer's environment, network, or third-party services (e.g., Microsoft 365, Google Workspace).
Scheduled Maintenance	“Scheduled Maintenance” means maintenance performed outside core business hours where possible, for which IRONSCALES provides at least 48 hours' advance notice through the Customer's designated channel (portal or email).
Force Majeure / Excused Downtime	“Force Majeure” has the meaning given in the IRONSCALES EULA, and that clause governs excused downtime under this SLA.

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4. Severity Level Definitions

IRONSCALES assigns each Support Request one of four severity levels at the time it is logged. The assigned severity determines the response-time commitment that applies under Section 5. Severity is determined by IRONSCALES in accordance with the following definitions:

Severity	Label	Objective Definition
Sev 1	Critical	Production down or major malfunction, product inoperative. No access the system or mailbox protection not working across the entire environment.
Sev 2	High	Major functionality severely impaired. Operations can continue in a restricted fashion, though long-term productivity might be adversely affected.
Sev 3	Normal	Partial, non-critical loss to functionality. Users/mailboxes may be affected but the product is operational for the majority.
Sev 4	Low	Minor problems or questions that don't affect functionality — how-to's, documentation, general questions. Cosmetic issues.

5. Response Time Commitments

IRONSCALES will respond to each Support Request within the target times set out below, measured from the time the request is logged in IRONSCALES' ticketing system to the time a response is initiated by IRONSCALES. The commitments below apply to Direct and VAR customers.

Severity	Direct / VAR — Response	Coverage Window
Sev 1 / Critical	1 hour	24x7
Sev 2 / High	2 business hours	Business hours (Mon–Fri, published)
Sev 3 / Normal	8 business hours	Business hours (Mon–Fri, published)
Sev 4 / Low	1 business day	Business hours (Mon–Fri, published)

6. Availability / Uptime Guarantee

IRONSCALES commits to 99.9% availability of the Platform in each calendar month. Availability is measured, calculated, and reported as follows:

- Committed availability: 99.9% per calendar month.
- Measurement period: each calendar month.
- “Unavailable” means Authorized Users cannot access the Platform's web console and/or API (including to journal mailflow for scanning) due to a failure of the Platform confirmed by Ironscales, excluding failures attributable to Customer-caused outages, including those due to Customer’s environment or network, or due to third-party or upstream service failures (e.g., Microsoft 365 or Google Workspace outages), as verified by Ironscales technical support or due to any force majeure events.
- Availability is calculated as $(\text{Total Minutes in Month} - \text{Unavailable Minutes}) \div \text{Total Minutes in Month} \times 100$.
- Availability is reported via the IRONSCALES status page.

7. Support Channels & Hours

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IRONSCALES provides support to Direct and VAR customers through the channels and during the hours set out below or best effort encompassing Sev 1 issues.

Channel	Direct / VAR Availability
Support portal	2:00am–5:00pm ET Mon–Fri; 2:00am–11:00am ET Sunday
Email	2:00am–5:00pm ET Mon–Fri; 2:00am–11:00am ET Sunday
Phone	2:00am–5:00pm ET Mon–Fri; 2:00am–11:00am ET Sunday

8. Exclusions & Limitations

- Scheduled/planned maintenance windows (with minimum notice period)
- Force majeure events
- Issues caused by customer's environment, configuration, or breach of the EULA
- Third-party/upstream service failures outside IRONSCALES' control (e.g., Microsoft 365, Google Workspace, DNS providers)
- Beta, preview, or early-access features explicitly excluded from SLA coverage
- Self-hosted or non-standard deployments outside documented configurations, if applicable