1. **SCOPE**

1.1 This 'AlphaIMS – Uptime Policy' (this "**Policy**") applies to the availability of the SaaS Services provided to customers under the terms of the Master Services Agreement (MSA) document reference BIQ-LEG-AIM-MSA-001.

1.2 This policy forms part of the Agreement referred to in the MSA.

1.3 Capitalised terms not defined here have the meanings given to them in the MSA.

1.4 In particular, the following definitions in the MSA apply to this policy:

"Uptime Percentage", "Actual Uptime", "Excusable Downtime", "Available", "Force Majeure Event".

2. **LAST UPDATED**

3. **THIS POLICY WAS LAST UPDATED ON 03-12-2024. FOR PREVIOUS VERSIONS OF THIS POLICY SEE WWW.BAMBOOIQ.CO.UK. POLICY REVIEW AND UPDATES**

BambooIQ may amend this policy at its discretion by posting an updated version on its website (**www.bambooiq.co.uk**, **www.bamboo-iq.com**). Updates will take effect upon posting or, if later, the last updated date specified in the policy.

Customers will be notified in case of significant changes to this policy.

4. **UPTIME TARGET**

In accordance with clause 4.7 of the MSA, BambooIQ shall use its best endeavours to maintain the Uptime Percentage of BambooIQ Standard Software to be at least 99%.

[End of Policy]