

INTERMIND

Service Level Agreement

99.5% monthly uptime commitment, backed by service credits

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On every **paid plan** — Pro, Business, and Enterprise — we commit to a **Monthly Uptime Percentage of at least 99.5%**, backed by service credits. This page explains how uptime is measured, the credit tiers, the exclusions, and how to claim. For paid subscriptions this SLA forms part of our [Terms of Service](#); for Enterprise customers it is also incorporated into the Enterprise agreement, and where the two differ, the signed agreement prevails. The free Basic plan is provided as described in the Terms of Service, without a service level commitment.

The commitment

- **Monthly Uptime Percentage: 99.5%**, measured per calendar month.
- If we miss it, you are entitled to a service credit (see below).
- Current and historical availability of every core service path is published live on [System Status](#) — you can verify the commitment at any time.

How uptime is measured

Monthly Uptime Percentage = the percentage of minutes in the calendar month during which the Service was not Unavailable.

"Unavailable" means the core functions of the Service — signing in, joining a meeting, meeting audio and video, or real-time translation — do not work for your users due to causes within our control. Availability is measured by our continuous synthetic monitoring, which independently probes each core service path (application and database, realtime channel, translation engine, and authentication) around the clock; the Service counts as available only when all of them are. The results of these probes are public — see [System Status](#) for the current state and history of each path.

Unavailability does not include degraded performance of individual features, or the accuracy of transcriptions and translations — machine translation quality is addressed in our [Terms of Service](#), not this SLA.

Service credits

If the Monthly Uptime Percentage for a calendar month falls below the commitment, you can claim a credit against that month's fee for the affected subscription:

Monthly Uptime Percentage	Service credit
Below 99.5%, at or above 99.0%	10% of the monthly fee
Below 99.0%	25% of the monthly fee

Credits are applied to a future invoice, are capped at 30% of the affected month's fee in aggregate, cannot be exchanged for cash, and are your sole and exclusive remedy for our failure to meet the SLA.

If you access the Service under a signed agreement with us that states a different credit basis — for example a partner agreement, where credits are calculated against the amounts payable to us for the affected period — that basis applies in place of the monthly fee, with the same tiers, cap, and claim process.

Exclusions

Downtime caused by the following does not count as Unavailability:

- Scheduled maintenance that we announce in advance.
- Factors outside our reasonable control: force majeure, internet or telecommunications failures beyond our network, or outages of your own equipment, network, or software.
- Your violation of the Terms of Service, or suspension of your account under them (for example, non-payment or abuse).
- Beta, preview, or trial features identified as such.
- Months in which no fee was payable for the affected subscription — the free Basic plan and free trial periods (there is no fee to credit).

How to claim a credit

Email support@intermind.com with the subject "SLA credit claim" within 30 days after the end of the affected calendar month, including the dates and times of the incidents you observed. We verify claims against our monitoring data and confirm the credit within a reasonable time.

Getting the SLA

The SLA applies automatically to every paid subscription — no separate signature needed. Enterprise customers additionally get it incorporated into their Enterprise agreement; to set that up, start from the [pricing page](#) and contact sales.