

BoardCue Live Enterprise Service Level Schedule

Draft activation version | 30 August 2026

Status: Do not activate contractually until monitoring is implemented and enterprise infrastructure is live

1. Core Platform Availability

The intended enterprise target is 99.5% Core Platform Availability in each calendar month.

Core Platform Availability covers the ability of authorised users to access the BoardCue application, authenticate, reach their organisation workspace and use stored core governance content and administration functions.

An outage making the core BoardCue platform unavailable counts regardless of whether the root cause is ADEPTABLE infrastructure or a third-party infrastructure dependency. Individual AI response latency/failure or third-party browser speech behaviour does not by itself constitute Core Platform downtime where the core platform remains available.

2. Exclusions

- planned maintenance notified in advance where reasonably practicable;
- customer endpoint, local network, browser, device or identity-provider failures outside BoardCue control;
- customer misuse or unauthorised configuration;
- force majeure to the extent permitted by the main agreement.

3. Draft service credits

Monthly availability	Service credit
99.5% or above	None
Below 99.5% but at least 99.0%	5% of monthly organisation fee
Below 99.0% but at least 98.0%	10% of monthly organisation fee
Below 98.0%	20% of monthly organisation fee

Credits are capped at 20% of the affected month's organisation fee and are the customer's financial remedy for the availability shortfall unless the order form states otherwise.

4. Activation gate

This schedule becomes operative only when the applicable order form incorporates it after ADEPTABLE has implemented meaningful health/readiness monitoring and can calculate monthly availability from timestamped checks or incident periods. enterprise deployments are assumed to use Supabase Pro or higher.