

Service Level Agreement

Last updated: August 24, 2026

1. Scope

This Service Level Agreement ("SLA") applies to paid subscriptions to the Rideum Services and forms part of the [Terms & Conditions](#). It describes our availability target and support commitments.

2. Definitions

Monthly Uptime Percentage — the total minutes in a calendar month minus Downtime, divided by the total minutes in that month.

Downtime — sustained periods during which the core Services are unavailable, excluding the exclusions in Section 5.

Scheduled Maintenance — planned maintenance for which we provide advance notice.

3. Availability Target

We target a Monthly Uptime Percentage of **99.9%** for the core Services, measured across each calendar month. This is a performance target that reflects our operational commitment to reliability.

4. Support Response Targets

Plan	Channels	Target first response
Starter	Chat & email	Within 1 business day
Growth	Chat & email	Within 8 business hours
Pro / Enterprise	Priority support + dedicated account manager	Critical issues within 4 hours

Business hours are 09:00–18:00 WITA on business days in Indonesia. "Critical" means the core Services are down or materially unusable in production.

5. Exclusions

Downtime does not include unavailability caused by: Scheduled Maintenance; factors outside our reasonable control (force majeure); failures of third-party services such as OTAs, payment gateways, or telecommunications networks; your equipment, software, network, or configuration; beta or preview features; or suspension in accordance with the Terms.

6. Scheduled Maintenance

We aim to perform Scheduled Maintenance during low-traffic windows and to provide reasonable advance notice for maintenance expected to cause meaningful disruption.

7. Changes

We may update this SLA from time to time; material changes will be communicated in accordance with the Terms.

Contact Us

For questions about this document, or to exercise any right described here, contact us:

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