



TRUST CENTRE

Cloud Service Availability SLA



MONTHLY PRODUCTION AVAILABILITY, MEASUREMENT AND SERVICE-LEVEL GOVERNANCE

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This document is intended for public distribution. It establishes PCL One's baseline monthly production-availability framework. Customer-specific availability targets, service credits, remedies, measurement exceptions or enhanced service levels may be stated in the applicable agreement, Ordering Document or Service Schedule.

Contents

This SLA should be read together with the applicable Cloud Services Agreement, Ordering Document, Cloud Service Description, Cloud Hosting & Delivery Policy, Cloud Support Policy, Service Resilience & Recovery Policy and customer-specific service terms.

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1. Overview

This Service Availability SLA describes PCL One's baseline method for defining, measuring and reporting monthly production availability for in-scope PCL One cloud services. It is designed to provide a consistent availability standard while allowing an applicable agreement, Ordering Document or Service Schedule to establish a different or enhanced commitment for a particular service or customer.

POLICY STATUS

This is a public baseline SLA. Service-specific commitments, measurement rules, exclusions, service credits and remedies are governed by the applicable agreement, Ordering Document or Service Schedule where those documents state different or additional terms.

2. Scope and applicability

This SLA applies to PCL One-managed production cloud services where the applicable agreement, Ordering Document or Service Schedule incorporates or adopts this availability baseline.

- Covers monthly production availability, qualifying unplanned downtime, permitted exclusions, monitoring, reporting and the evidence used to support service-level review.
- Applies to the production service boundary described in the applicable Cloud Service Description or Service Schedule.
- Does not apply to development, test, sandbox, demonstration, pilot or other non-production environments unless the applicable Order expressly states otherwise.
- Does not replace the separate recovery objectives, support targets or incident-notification obligations stated in other PCL One policies or customer-specific terms.

Relationship to customer agreements

Where the governing agreement, Ordering Document or Service Schedule establishes a different availability target, measurement method, exclusion, credit or remedy, the customer-specific term governs for that service to the extent of conflict.

3. Definitions

Term	Meaning
Availability	The percentage of Eligible Minutes during a Measurement Period in which the in-scope production service is Available under this SLA.
Available	The in-scope production service is materially accessible to authorized users through its normal production access path and can perform its core contracted transactional functions, subject to the applicable service boundary.
Eligible Minutes	The total minutes in the Measurement Period after removing Excluded Downtime permitted by this SLA or the applicable customer-specific terms.
Unplanned Downtime	A period during which the in-scope production service is not Available because of an unplanned condition within PCL One's managed service boundary, excluding permitted Excluded Downtime.
Excluded Downtime	A period that is not counted as Unplanned Downtime for availability calculation because it falls within an exclusion stated in this SLA or the applicable customer-specific terms.
Measurement Period	The calendar month unless the applicable Order or Service Schedule states another period.
Production Service	The customer-facing production instance or production service components identified as in scope in the applicable service documentation.

4. Baseline service availability

PUBLIC BASELINE OBJECTIVE

99.9% monthly production availability for in-scope PCL One cloud production services that adopt this SLA baseline.

The 99.9% target is measured for each applicable production service over the Measurement Period using the calculation in Section 5. The availability target is a production-service measure and does not mean that every individual feature, integration, report, background job or customer-managed dependency will be continuously available at all times.

Measure	Baseline	Application
Monthly production availability	99.9%	Measured over the applicable calendar month after permitted Excluded Downtime is removed.
Measurement period	Calendar month	A customer-specific Order or Service Schedule may define another period.
Non-production environments	Not included	Development, test, sandbox, demonstration and pilot environments are excluded unless expressly included in the applicable Order.
Enhanced availability	Customer-specific	A higher or differently measured commitment applies only where stated in the applicable Order or Service Schedule.

5. Measurement of availability

PCL One measures availability using service monitoring and operational records appropriate to the in-scope service. Where customer evidence identifies a material availability event that is not captured by automated monitoring, PCL One may reconcile the event against application, platform, network and support records.

AVAILABILITY CALCULATION

Monthly Availability (%) = ((Eligible Minutes - Unplanned Downtime Minutes) / Eligible Minutes) x 100.

Measurement element	Baseline treatment
Start of downtime	The time at which PCL One monitoring or other reliable service evidence confirms that the in-scope production service became unavailable.
End of downtime	The time at which the production service is restored to an Available state at the applicable service boundary.
Partial degradation	A performance issue or isolated functional defect is not automatically counted as full service downtime. Material component-level unavailability may be measured separately where the applicable Service Schedule defines that component as a measured service.
Intermittent conditions	PCL One may aggregate materially related service interruptions where monitoring and incident records show they are part of the same continuing availability event.
Rounding	Availability is calculated to sufficient precision to determine whether the applicable target has been met; display rounding does not change the underlying calculation.
Time basis	Service timestamps and monitoring records are normalized to a consistent system time basis for calculation and auditability.

6. Unplanned downtime and exclusions

Unplanned Downtime is counted only where the production service is unavailable because of a condition within PCL One's managed service boundary and no exclusion below applies. PCL One-managed hosting or infrastructure dependencies are not excluded solely because they are supplied by an approved service provider.

Category	Treatment under this SLA
Scheduled maintenance	Excluded where performed within an approved maintenance window or otherwise notified in accordance with the Cloud Hosting & Delivery Policy and the applicable service terms.
Emergency maintenance	May be excluded where urgent action is reasonably necessary to protect service security, integrity or stability and PCL One provides notice as soon as reasonably practicable.
Customer-caused condition	Excluded where the outage is caused by customer configuration, customer actions, customer-managed infrastructure, credentials, identity services, networks, endpoints or other dependencies outside PCL One's managed boundary.
Customer-selected external service	Excluded where the outage is caused by an external third-party product or service selected or managed by the Customer and outside the contracted PCL One service boundary.
Suspension	Excluded where service is lawfully suspended under the governing agreement for security risk, non-payment, unlawful use or another contractually permitted reason.

Category	Treatment under this SLA
Force majeure / external event	Treatment is governed by the applicable agreement. Events outside reasonable control are excluded to the extent permitted by that agreement.
Beta, preview or trial capability	Excluded unless the applicable Order expressly makes the capability subject to this SLA.
Non-production environment	Excluded unless expressly included in the applicable Order or Service Schedule.

An exclusion applies only to the portion of the event reasonably attributable to the excluded cause. Where multiple causes contribute to an outage, PCL One may use incident and monitoring evidence to determine the portion, if any, that qualifies as Unplanned Downtime.

7. Maintenance and planned service events

PCL One performs maintenance and change activity in accordance with the Cloud Hosting & Delivery Policy. Planned maintenance is scheduled to reduce customer impact where reasonably practicable and may include application updates, infrastructure maintenance, security remediation, platform changes, certificate maintenance and controlled recovery testing.

Maintenance element	Baseline approach
Planned maintenance notice	PCL One provides notice through the agreed customer communication channel in accordance with the applicable service terms.
Maintenance window	Where a recurring maintenance window is defined for the service, planned work is normally scheduled within that window unless technical, security or operational needs require otherwise.
Critical security maintenance	Urgent security or stability maintenance may be performed on shorter notice where delay would create material risk.
Customer coordination	Where planned work requires customer action, testing, integration coordination or an outage outside the normal window, PCL One coordinates with the designated customer contacts.
Availability treatment	Excluded maintenance time is removed from Eligible Minutes before the monthly availability percentage is calculated.

8. Monitoring, reporting and customer notification

PCL One monitors service health for PCL One-managed components using operational telemetry appropriate to the service. Monitoring may include application availability, infrastructure health, integrations, queues, certificates, backup outcomes, security events and other service indicators relevant to the subscribed architecture.

Control	Baseline position
Service monitoring	Automated and operational monitoring is used to identify material service conditions and support availability measurement.
Incident records	Material availability incidents are recorded through the applicable incident or support-management process.
Customer notification	Customer-facing communications for a material service incident follow the Cloud Support Policy and, where security is involved, the Security Incident & Breach Notification Policy.
Availability reporting	Availability information is retained for service-level review and may be provided through agreed reports, service reviews or customer-specific reporting arrangements.
Evidence reconciliation	PCL One may compare monitoring data, support case timestamps, platform telemetry and customer-provided evidence when validating an availability event.

9. Customer responsibilities

The Customer supports accurate service-level measurement and effective incident response by maintaining the dependencies and contacts assigned to it in the service design and governing agreement.

- Maintain current service, technical and escalation contacts, including critical contacts where 24x7 incident coordination applies.
- Maintain customer-managed networks, identity providers, endpoints, integrations, credentials and other dependencies identified as outside PCL One's managed service boundary.

- Report suspected availability issues promptly through the approved support channel and provide reasonably available timestamps, impact information and evidence necessary to investigate the event.
- Cooperate with reasonable diagnostic, testing and restoration actions where customer participation is required.
- Avoid performance, load or security testing that could materially affect the production service unless coordinated and approved under the applicable service process.

10. Claims, records and contractual remedies

PCL One maintains records reasonably necessary to assess whether the applicable availability target has been met. A Customer may request review of a suspected SLA miss through the designated support or commercial contact in accordance with the applicable agreement, Order or Service Schedule.

Item	Baseline position
Review request	The Customer should identify the affected service, date, approximate start and end times, business impact and any supporting evidence reasonably available.
Validation	PCL One validates the request against monitoring, incident, support and platform records and applies the measurement and exclusion rules governing the service.
Service credits	This public SLA does not independently create an automatic service-credit entitlement. Any service-credit schedule is governed by the applicable agreement, Order or Service Schedule.
Other remedies	Termination rights, refunds, credits or other remedies for repeated or material availability failures apply only as stated in the governing contract.
No duplicate recovery	Where a customer-specific remedy applies to the same availability event, the governing contract determines the available remedy and any limits on duplicate recovery.

11. Relationship to resilience, recovery and support

Availability, recovery and support are related but distinct service concepts. A failure to meet one measure does not automatically mean another measure has also been missed.

Measure	Purpose	Public baseline
Availability	Measures whether the in-scope production service is available during the Measurement Period.	99.9% monthly production availability.
RTO	Target elapsed time to restore an in-scope production service after a declared disaster or major recovery event.	4 hours for the Canadian municipal baseline where adopted.
RPO	Maximum targeted data-loss window following a declared recovery event.	1 hour for the Canadian municipal baseline where adopted.
Severity 1 acknowledgement	Target time to acknowledge a valid production-critical support request.	15 minutes, 24x7, under the Cloud Support Policy.

RTO and RPO apply to declared recovery scenarios and are not resolution-time guarantees for ordinary support cases. Severity 1 acknowledgement is a support-response target and does not itself measure service availability or restoration time.

12. Exceptions and customer-specific terms

The applicable Order or Service Schedule may define a different production-service boundary, availability target, maintenance treatment, measurement period, component-level SLA, enhanced failover arrangement, reporting commitment, service-credit schedule or remedy. Those customer-specific terms apply only to the service and period expressly identified.

Availability may also be affected by service architecture, enabled features, customer-managed dependencies and approved third-party integrations. Material service-specific exceptions should be documented before production operation where they change the baseline measurement model.

13. Assurance and evidence

PCL One maintains records supporting the operation of this SLA. Detailed operational and security evidence is not necessarily public and may be provided to eligible customers, prospective customers, business partners or regulators through controlled due diligence, subject to applicable report-use and confidentiality restrictions.

- Service-health and availability monitoring records.
- Material incident and support-case records relevant to measured downtime.
- Maintenance and change records relevant to excluded periods.
- Recovery-test and resilience evidence where relevant to the affected service.
- Customer-specific availability reports or service-review records where included in the engagement.

PCL One maintains a SOC 2 Type 2 report covering controls relevant to Security, Confidentiality and Availability within the scope of that report. The full report is restricted-use assurance evidence and is not incorporated into this public SLA by publication.

14. Statement of changes

Effective date	Summary
6 October 2025	Initial publication of this SLA.