CELLOPOINT
Secure Your Email

COP Cellopoint Online Protection Service Level Agreement (SLA)

1.1 This "Service Level Agreement" (SLA) is a supplementary clause to the "Cellopoint Email Security Service Terms and Conditions". By subscribing to this service, the Customer acknowledges and agrees the terms outlined in this SLA.

1.2 Definitions

1.2.1 "Service Level" refers to the measurable performance metrics defined within this SLA.

1.2.2 "Email Security Service" refers to the Anti-Spam and Anti-Virus filtering features provided by the service.

1.2.3 "Missed Spam" refers to a spam email that was not detected by the service.

1.2.4 "False Positive" refers to a legitimate email that was identified as spam by the service.

"Cellopoint Monitoring System" refers to the system operated by Cellopoint to track service availability and latency.

1.2.5 "Scheduled Maintenance" refers to planned downtime for system maintenance, for which Cellopoint will provide at least five (5) business days' notice. Each maintenance window shall not exceed four (4) hours.

1.3 Service Availability

1.3.1 "Service Availability" refers to the ability to establish SMTP (port 25) connections through the Cellopoint Email Security Service, as measured by the Cellopoint's Monitoring System.

1.3.2 The service provides 99.9% Service Availability, calculated on a 30-day monthly cycle.

1.3.3 "Service Interruption" is defined as a period when the Cellopoint Email Security Service cannot forward the client's emails for more than 10 consecutive minutes (600 seconds).

1.3.4 If service interruptions cause availability to fall below 99.9%, the Customer may request Service Credit in accordance with clause 1.7.1.

1.3.5 Scheduled Maintenance periods are excluded from availability calculations.

1.4 Email Delivery and Latency

1.4.1 The service guarantees 100% inbound email delivery, ensuring that all legitimate inbound emails are delivered to the Customer's mail server.

1.4.2 This guarantee does not cover emails blocked due to false positives, spam, virus, personal blacklisted emails, or emails blocked by Customer-defined policies.

1.4.3 Latency caused by Customer-defined mail policies is excluded from latency calculations.

1.5 Anti-spam Detection and Accuracy

1.5.1 The service provides a spam detection rate higher than 98%.

1.5.2 The spam detection rate is calculated as:

(Total Emails - Missed Spam) ÷ Total Emails

Total Emails include legitimate emails, spam, missed spam, false positives, virus emails, emails pending confirmation, and other blocked emails.

Spam allowed due to Customer-defined whitelists is not counted as missed spam.

1.5.3 The false positive rate is calculated as:

(Total Emails - False Positives) ÷ Total Emails

1.5.4 Emails blocked due to client-defined blacklists are not counted as false positives.

1.6 Anti-virus Detection

1.6.1 The service includes virus scanning via antivirus engines.

1.6.2 Coverage includes detection of known viruses as identified by the anti-virus engine. Suspicious or unknown threats are not included.

1.6.3 All inbound email attachments are scanned with the anti-virus engine, except for encrypted attachments.

1.6.4 Emails containing viruses sent by the Customer are not covered under this protection.

1.6.5 Emails identified as containing viruses will be quarantined. Customers may choose whether to receive virus notification alerts.

1.7 Service Credits

1.7.1 Compensation standards are as follows:

Monthly Uptime	Credits Days
<99.9%~≧99.0%	3 days
<99.0%~≧95.0%	7 days
<95.0%	15 days

1.7.2 The maximum service credit per month is 15 days.

1.7.3 The Customer must submit a written request for compensation within 7 business days of the service interruption. Failure to do so will be regarded as a waiver of the claim.

1.8 Technical Support

1.8.1 Phone support is available from 9:00 AM to 6:00 PM (GMT+8). Outside these hours, support is available via email only.

1.8.2 Support response times are categorized as follows:

Priority Level	Description	Response Time
Critical	Complete service outage	Within 2 hours
High	Partial service disruption	Within 4 hours
Low	General inquiries/issues	Within 8 hours