Service Level Agreement

Kestra Labs LLC • Last Updated: March 1, 2026

Service Availability Commitment

Tier	Uptime Target	Max Credit
SOHO	99.5% / month	10% monthly fee
Bank	99.9% / month	15% monthly fee
Zero Trust	99.95% / month	25% monthly fee

What Counts as Downtime

Downtime is defined as either gateway (gateway.kestralabs.com or pat.kestralabs.com) returning 5xx errors or failing to respond to valid requests for more than 5 consecutive minutes. The following are excluded from downtime calculations: scheduled maintenance (announced 72 hours in advance), SaaS provider outages, Claude API outages (api.anthropic.com being down is not Kestra Labs downtime), force majeure events, and Customer-initiated actions (kill switch activations, credential revocations).

Service Credit Calculation

If monthly uptime falls below the committed target, service credits are applied to the next invoice. Credits are calculated as: (committed uptime% - actual uptime%) × 10 × monthly fee, capped at the maximum credit percentage for your tier. Example: Bank tier at 99.7% uptime = (99.9% - 99.7%) × 10 × monthly fee = 2% credit.

Credit Request Process

Submit credit requests to sla@kestralabs.com within 30 days of the affected month. Include your org ID and the dates/times of experienced downtime. We will validate against our monitoring data and apply credits within one billing cycle.

Response Time Targets

Severity	Response Time	Resolution Target
SEV 1 — Service Down	15 minutes	4 hours
SEV 2 — Degraded	1 hour	8 hours

| SEV 3 — Non-critical | 4 hours | 3 business days |

Monitoring & Transparency

Kestra Labs operates a public status page at status.kestralabs.com showing real-time gateway health, planned maintenance windows, and historical uptime. Customers receive email notifications for SEV 1 and SEV 2 incidents. Zero Trust tier includes a dedicated Slack channel for incident communication.