



Service Level Agreements

Platform Performance

- **Uptime:** The Examity platform has an average uptime of 99.99%.
- **Outages:** In the unlikely event of an unplanned outage, we will alert affected clients via email within one hour and will provide hourly updates until the issue has been resolved.
- **Maintenance:** We have planned maintenance windows on the third Saturday of every month between 12:00 am-7:00 am eastern time. We proactively block these hours to prevent test-taker scheduling.

Support Response Times

- **Phone response:** 70% of calls are answered within 30 seconds.
- **Email response:** Our average test-taker email response time is one hour.
- **Chat response:** Our average test-taker chat response time is 15 seconds.

Proctoring Metrics

- **Proctor Wait times:** Our average test-taker wait time for a proctor is less than two minutes.
- **CSAT:** Our average test-taker reports 75% or higher satisfaction with their proctoring experience.

Reporting

- **Red flag reporting:** Red flags (indicating clear exam infractions) are reported to the appropriate client contact within 24 hours via email with a direct reporting link to the Examity platform.
- **Auditing:** The Examity auditing team will audit proctored exam videos within 72 hours of exam completion.

Recordings

- **Storage:** Unless otherwise specified, exam recordings are accessible to approved account administrators for thirty (30) days after exam completion. Exams are then archived for an additional thirty (30) days and then destroyed. Red flags exams are an exception to this standard. All red-flagged exams will be accessible for one (1) year on the Examity platform and then destroyed.
- **Encryption:** All videos are encrypted at rest as well as transit. All videos are stored in AWS S3 with a defined policy per customer's chosen package. Default region for our AWS S3 region is US East 2 (us-east-2). New customers may choose for PII or GDPR or other reasons to store all their data in a different region than US. Existing customer migration is not an option at the moment. We have regions in EU (Germany Frankfurt region eu-central-1), Canada (ca-central-1 region) and Australia (ap-southeast-2 region). Customer's videos are stored in the above region depending on their setup at initial configuration.