keepit®



Service guide

October 2026

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1. Introduction

This service guide describes how Keepit delivers its SaaS data protection services to customers: the services and packages available, how usage is measured, the support levels for each package, and the commercial terms that apply. It applies to the packages offered to termed customers as described on the Keepit pricing page.

This guide is written for Keepit's direct customers. If you purchase Keepit through an Authorized Reseller or Managed Service Provider, your support entitlements and commercial terms are set out in your agreement with that partner and may differ from what is described here.

a. Relationship to the Terms of Service

This service guide is the "Keepit Service Guide" referred to in the Keepit Terms of Service and forms part of your Agreement with Keepit. Capitalized terms not defined in this guide have the meaning given in the Terms of Service.

If there is any ambiguity, conflict, or inconsistency between the documents that make up your Agreement, the following order of precedence from the Terms of Service applies: (1) Data Processing Agreement, (2) any Supplementary Terms for an Add-On or Service to which they apply, (3) Terms of Service, (4) Order Form, (5) any other document, including this service guide.

2. Definitions

a. Use Metric & Usage Metering

Keepit measures usage of each Service and Add-On using a use metric, such as Seats or terabytes. Links to the use metric, unit of measurement, and measurement frequency for each Service and Add-On can be found in Section 4 of this guide. Your Entitlement is the volume of Services and Add-Ons stated in your Order Form, measured by the applicable use metric.

b. Base Subscription Fee

The total recurring fee for the Services on your Order Form, calculated from each Service's use metric (for example, Seats or terabytes) and its unit price, before any Add-On fees are applied. Add-Ons priced as a percentage uplift are calculated on this amount.

3. Services Overview

Keepit provides Services for backup and recovery for Microsoft 365, Entra ID, and a rapidly growing list of popular SaaS applications. A comprehensive list can be found in the table in Section 4, How Keepit Meters Usage, below.

Keepit initiates at least one backup per day for each SaaS Workload unless you configure different parameters within the Services, as described in the backup frequency provisions of the Terms of Service. The time a backup takes depends on the volume and nature of your data, and Keepit does not commit to a backup completion time.

Visit our website to learn more about our Services.

a. Packages

Keepit offers three packages for covering the Services: Core Continuity, Business Resilience, and Enterprise Resilience.

Visit our pricing page for the full overview of these packages.

b. Add-Ons

Keepit offers three purchasable Add-On options for customers in the Business Resilience and Enterprise Resilience package tiers: Hot Archive (SharePoint), Enhanced Compliance, and Unlimited Retention.

Hot Archive (SharePoint) grants customers the ability to move SharePoint data out of their production storage, unlocking substantial cost savings, whilst keeping the content instantly accessible ("Always Hot Storage"). Requires your Microsoft 365 workload backed up with Keepit.

Enhanced Compliance allows for the customization of contractual and regulatory terms beyond Keepit's standard offering: regulatory letters and amendments, local-authority audit rights, and an adjusted data processing agreement (e.g. DORA, custom DPAs, third-party due diligence). Scoped case by case and subject to Keepit legal department approval; the agreed terms are documented in your Order Form or a separate amendment. Enhanced Compliance is a contractual service and does not change how the Services operate.

Unlimited Retention enables customers to set a retention length of up to 99 years in the Keepit platform, beyond the retention range included in their package.

To learn more, visit our pricing page.

Keepit's availability goal, the Service Credits that apply if it is not met, and the exclusions from it are set out in the service level provisions of the Terms of Service. The Availability Commitment applies to the Keepit platform only. Unless stated otherwise in this guide or in the Supplementary Terms for an Add-On, no separate service level applies to an Add-On; Keepit will use commercially reasonable efforts to maintain the availability and performance of each Add-On.

4. How Keepit Meters Usage

The table below sets out the use metric and unit of measurement for each Add-On, and links to how Keepit counts Seats for each SaaS Workload.

Name	Service Type	Usage Metering
Autodesk Forma Azure DevOps BambooHR Confluence Docusign Dynamics 365 Entra ID GitHub Google Workspace Jira Jira Service Management (JSM) Microsoft 365 Miro Okta Power BI Power Platform Salesforce Zendesk	SaaS Workload	An overview of how Keepit meters each of our SaaS Workloads can be found here.
Keepit Hot Archive (SharePoint)	Add-On	**Hot Archive - Storage Measurement** Hot Archive is measured by Peak Monthly Storage Consumption: the highest storage volume recorded by Keepit's platform across all your Hot Archive connectors during a calendar month, measured before compression. For the avoidance of doubt: 1. Unit of measurement. Storage is measured in decimal terabytes (TB), where 1 TB = 10^{12} bytes, consistent with the International System of Units (SI). All billing line items denominated in TB use this decimal standard. 2. Sampling. Keepit samples storage consumption at least once per calendar month. The highest sample recorded in a month is that month's Peak Monthly Storage Consumption, captured as a raw byte value before conversion and rounding. 3. Rounding. The raw byte value is converted to TB and rounded to three decimal places, with values of five or more in the fourth decimal

		rounded up (for example, 1.5555 TB becomes 1.556 TB). Keepit's measurement records are conclusive absent manifest error.
Enhanced Compliance	Add-on	Use metric: your base subscription fee. Unit: a percentage of that fee. Measurement: Enhanced Compliance is not measured separately. Its fee is calculated as a percentage uplift on your base subscription fee, which in turn follows the metering of each Service in your subscription (for example, Seats and/or terabytes). The resulting fee is stated in your Order Form.
Unlimited Retention	Add-on	Use metric: your base subscription fee. Unit: a percentage of that fee. Measurement: Unlimited Retention is not measured separately. Its fee is calculated as a percentage uplift on your base subscription fee, which in turn follows the metering of each Service in your subscription (for example, Seats and/or terabytes). The resulting fee is stated in your Order Form.

a. Microsoft 365 Fair Usage Policy

Keepit's Microsoft 365 backup solution provides comprehensive coverage for SharePoint, Groups, and Teams, even though the Seats count is based solely on users backed up in Exchange and OneDrive.

To maintain optimal performance and service quality for all customers, the backup of SharePoint and Groups & Teams is governed by the following fair usage policy, which is a Use Limitation under the Terms of Service.

The number of users backed up in SharePoint and Groups & Teams is limited to four times (4x) the number of Seats backed up in Exchange and OneDrive. If your usage exceeds this limit, Keepit will contact you to agree an appropriate adjustment to your subscription.

5. Commercial and Contractual Terms

a. Retention

You can configure retention rules for your data within the Services. Retention is the period a data object remains in your backup after it has been deleted from the SaaS Workload. The retention included in your subscription is stated in your Order Form, as described in the data retention provisions of the Terms of Service. The retention options available depend on your package and any retention add-on you have purchased.

b. Data Processing

Keepit shall process personal data on your behalf in accordance with your instructions. For detailed information, please refer to Keepit's Data Processing Agreement: https://www.keepit.com/data-processing-agreement/

c. Termination

Unless your Order Form states otherwise, your subscription renews automatically for successive terms of the same length as the initial term. Either party may terminate by giving notice at least 90 days before the end of the current term, as set out in the term and termination provisions of the Terms of Service.

To terminate, send written notice to dk.billing@keepit.com or us.billing@keepit.com, as applicable, or to your Authorized Reseller if you purchased through one. The notice must include your company name, company registration number, contact information, and a statement that you wish to terminate the Agreement.

Termination for material breach is governed by termination for cause provisions of the Terms of Service. To expand an existing subscription, contact your Keepit account representative or Authorized Reseller.

6. Support And Additional Resources

Customer, partner, and end-users have access to useful self-help articles on the Keepit Support Site as well as product updates on the Keepit website.

The full description of support tiers and service level follows below. Terms of Service designates this guide as the document that describes Keepit's support tiers.

a. Target SLA Comparison Matrix

Metric	Core Continuity	Business Resilience	Enterprise Resilience
Fastest response time (depending on incident priority – for details see below)	4 business hours	4 hours	1 hour
Support hours	Mon – Fri, 09:00 – 17:00 CET/CEST and 08:00 – 16:00 CST/CDT	24 × 7 × 365	24 × 7 × 365
Support channels	Email and self-service portal	Email and self-service portal	Phone, email, and self-service portal
Dedicated customer success manager	—	Shared CSM pool	Named CSM
Onboarding assistance	Self-guided	Self-guided	Full onboarding program
Business reviews	On request	On request	Quarterly

b. Incident Priority Definitions and Target SLA

Incident Priority Definitions

Priority	Definition	Business impact	Examples
P1 – Critical	Complete loss of backup or restore capability	Potential for significant data loss due to continuous inability to capture new data or regulatory breach	*All backups failing; the login is not working (not related to wrong credentials); a production server or other mission-critical system is down.*
P2 – High	Significant degradation of backup or restore functionality	Partial loss of ability to capture new data or restore the data	*Intermittent backup failures across connectors; issues with the connector configuration; failed or incomplete restore/import*
P3 – Medium	Non-critical functionality impaired; workaround available	Operational inconvenience; no immediate data risk	*Download and restore jobs are taking long; restore job failed but there is a workaround; questions about connector health status*
P4 – Low	General question, feature request, or UI issue	Minimal or no operational impact	*How-to questions; documentation feedback; questions about user interface functionality or behavior*

All support incidents are assigned a priority at the time of ticket creation. Priority is set by the Keepit support system or by the assigned Keepit support engineer. Customer may request re-prioritization; the final determination rests with the Keepit support manager.

Target SLA Contingent on Incident Priority

Metric	Core Continuity	Business Resilience	Enterprise Resilience
P1 – Initial response	4 business hours	4 hours	1 hour
P2 – Initial response	4 business hours	4 hours	2 hours
P3 – Initial response	8 business hours	8 hours	8 hours
P4 – Initial response	2 business days	2 days	1 day
P1 – Subsequent response	8 business hours	8 hours	2 hours
P2 – Subsequent response	8 business hours	8 hours	4 hours
P3 – Subsequent response	2 business days	2 days	1 day
P4 – Subsequent response	3 business days	3 days	2 days

c. Additional Resources

For additional information on Keepit's Services, please refer to the following links:

- General information on Keepit's Services and customers' stories: https://www.keepit.com/
- Keepit's Terms of Service: https://www.keepit.com/terms-of-service/

- Keepit's Data Processing Agreement: https://www.keepit.com/data-processing-agreement/
- Support requests can be submitted on Keepit Support Site: https://help.keepit.com/support/tickets/new or via email: business@support.keepit.com
- Support requests are subject to Keepit's Privacy Policy: https://www.keepit.com/privacy-policy/

We reserve the right to update or modify this service guide at any time, as deemed necessary. However, any change that would increase the Fees payable by you, reduce your Entitlement or change the methodology by which consumption is measured takes effect from the commencement of your next renewal term and does not apply during your then-current Subscription Term, as set out in the Terms of Service. Any changes will take effect upon posting of the revised version on www.keepit.com.