

Service Level Agreement

What you can expect from us in keeping Trellis running and helping when it does not.

VERSION	LAST UPDATED
1.0	18 September 2026

derros.com/legal/service-level-agreement

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01

Our approach

Derros is a small team, and we would rather be straight with you than promise figures we cannot guarantee. This is a **best-effort** service level agreement: it sets out what we aim for and how we work, and we will always do our best to meet it. The targets below are aims, not guarantees, and missing one does not entitle you to service credits or compensation.

The availability and backup sections apply where we host Trellis, in our multi-tenant service or as a dedicated instance. If you run Trellis on premise, you look after its hosting and backups, and the support section applies to the help we give you.

Your terms or engagement letter with us (the "Main Agreement") take precedence over this page. If your Main Agreement sets a different service level, that one applies to you.

02

Availability

We aim to keep Trellis available around the clock. It runs in an ISO/IEC 27001 certified data centre with redundant power and cooling, behind Cloudflare's network, and we monitor it for errors so we can act on faults quickly.

We release improvements often, and most releases cause no noticeable interruption. If an update needs Trellis to be offline for more than a few minutes, we aim to schedule it outside Jersey working hours and to tell you in advance.

03

Support

Email hello@derros.com for help with anything in Trellis. Our working hours are 9am to 5.30pm, Monday to Friday, Jersey time, excluding Jersey public holidays. We look at every message within working hours and sort it by how much it affects you:

Critical

FOR EXAMPLE

Trellis is unavailable, or client data is at risk.

WHAT WE AIM FOR

We start work as soon as we know, including outside working hours where we can.

High

FOR EXAMPLE

An important feature is broken and there is no reasonable workaround.

WHAT WE AIM FOR

We aim to start work within one working day.

Normal

FOR EXAMPLE

Something is not working as it should, but there is a workaround.

WHAT WE AIM FOR

We aim to respond within two working days and schedule a fix.

Question

FOR EXAMPLE

How-to questions, feature requests and feedback.

WHAT WE AIM FOR

We aim to reply within three working days.

04

When something goes wrong

If Trellis is unavailable or not working properly for many users, we will tell affected clients what has happened, keep you updated while we fix it, and explain

the cause once it is resolved. If an incident involves personal data, the commitments in our [Data Processing Agreement](#) apply, including telling you within 48 hours.

05

Backups and recovery

The Trellis database is backed up every six hours and before every release, and uploaded documents are copied to the same backup store. Backups are encrypted and kept in the EU. In the worst case, restoring from a backup could lose up to six hours of recent changes. If we ever need to restore, we aim to have Trellis running again within one working day.

06

Things outside our control

Trellis depends on suppliers such as Hetzner and Cloudflare, and on your own internet connection and devices. We cannot guarantee against their outages, or against events beyond our reasonable control, but we will work to reduce the effect on you and keep you informed.

07

Changes to this agreement

We may update this page as Trellis and our team grow. When we do, we will change the version and date below.

D

Questions about this document?

We would rather talk things through than hide behind small print. Get in touch and we will answer you directly.

hello@derros.com

OUR OTHER LEGAL DOCUMENTS

- Privacy & Data Protection
- Terms of Service
- Data Processing Agreement
- Security

This handout reproduces the version published at derros.com/legal/service-level-agreement on 18 September 2026. If the two differ, the online version applies. All our legal documents are at derros.com/legal.