SYSTEMINPLACE
SIMPLE HOSTING SOLUTIONS

SERVICE LEVEL AGREEMENT (SLA)

Effective date: January 10, 2026

Scope: Applies to covered Services identified in your order.

1) Availability Target

- 99.9% monthly infrastructure availability. Based on a 30 day monthly average.

2) Measurement and Exclusions

- Measurement: calendar month, based on our monitoring from multiple points of presence. Downtime starts when our monitoring detects loss of availability and ends when restoration is confirmed. Measured in whole minutes.

- Exclusions: scheduled maintenance (with prior notice), emergency maintenance to protect stability or security, power outage, force majeure/acts of God, events outside our reasonable control, attacks or abuse targeting the customer's IP space or systems, customer-caused incidents or configuration errors, issues in third-party software or upstream providers, and violations of the Agreement/AUP.

3) Service Credits (double the downtime)

- Time window: The SLA period resets on the date of each renewal.

- Credit calculation: For each minute of qualifying downtime, you receive a service credit equal to two (2) minutes. If downtime credits during a month result in a credit less than 24 hours, 24 hours credit will be applied. Example, if downtime credit during a billing cycle is 4 hours SLA credit, instead a minimum of a total of 24 hours credit will be issued.

- Application: Credits are applied as a time extension to your current term or as a monetary credit prorated against the Monthly Recurring Charge (MRC) for the affected Service (your choice when you submit the claim).

- Cap: Credits for a given month are capped at 100% of the MRC for the affected Service.

- Sole remedy: SLA credits are your exclusive remedy for availability issues.

4) Claim Process

- Submit a ticket within 30 days after the month ends, including timestamps (UTC), affected Service/IP(s), and impact description. We will validate against our logs and apply approved credits on the next invoice or as a time extension.

5) Maintenance

- We provide advance notice of scheduled maintenance when feasible. Emergency maintenance may occur with short notice.