

Service Level Agreement (SLA)

Effective Date: 16.09.2024

This Service Level Agreement ("SLA") is made between StaticNode ("Service Provider") and Client, collectively referred to as the "Parties".

1. Introduction This SLA outlines the service commitments made by StaticNode to the Client regarding the hosting services provided. StaticNode is committed to delivering high-performance game hosting, web hosting, and specialized services such as Discord Bot hosting, all underpinned by robust customer support and infrastructure guarantees.

2. SLA Coverage StaticNode guarantees the following service levels to ensure optimal performance and reliability:

- **Network Uptime:** We guarantee 99.9% network uptime for all hosting services. Should network availability drop below this threshold for more than 10 consecutive minutes, the affected service will be eligible for compensation under this SLA.
- **Control Panel Accessibility:** We ensure 99% uptime for access to all control panels associated with our services. If accessibility falls below this level for more than 20 consecutive minutes, it will be considered under this SLA.
- **Hardware Reliability:** We guarantee that our physical servers will be operational and capable of delivering services at all times. A failure to do so for a continuous period of 5 minutes will trigger the provisions of this SLA.
- **DDoS Protection:** Our services come with a guarantee of mitigation against Denial of Service attacks. If mitigation efforts exceed 5 minutes, the affected service will qualify for SLA compensation.

3. SLA Limitations The SLA does not cover:

- **Planned Maintenance:** Announced in advance via email or on our service status page.
- **Software Issues:** Problems originating from software are outside the scope of this SLA.
- **Client-Induced Issues:** Any disruption caused by client actions, such as the installation of unsupported software or configuration changes, is not covered.
- **Resource Overuse:** Services using more resources than allocated are not covered under this SLA.

- **Force Majeure:** Any disruptions caused by events outside the control of StaticNode, such as natural disasters, governmental actions, or other major events, are excluded.

4. Compensation and Claims In case of non-compliance with our SLA, the Client is entitled to compensation as follows:

- For every 12 hours of downtime beyond the guaranteed levels, the Client will receive an additional day of service at no charge.
- Clients must submit SLA claims through a support ticket within seven days of the incident.
- All claims will be thoroughly investigated, and determinations made at the discretion of StaticNode.
- Claims related to planned maintenance, or deemed fraudulent, will be dismissed.

5. General Provisions

- **Governing Law:** This SLA is governed by the federal laws of the United States.