

Service Level Agreement (SLA)

1. SLA Coverage

Our SLA applies only to the following types of service interruptions:

a) **Network Availability** We guarantee **99.99% network uptime** for all applicable services. If at any time our service fails to maintain this level for **10 consecutive minutes**, the affected service will be covered by our SLA.

b) **Panel Availability** We guarantee **99% panel uptime** for all applicable services. If at any time the panel is unavailable for **20 consecutive minutes**, the affected service will be covered by our SLA.

> *Note: Panel downtime differs from network downtime when the server IP remains accessible (pingable) but the control panel is unreachable.*

c) **Hardware Availability** We guarantee that our physical machines will remain operational for all applicable services at all times. If our machines experience downtime for more than **5 consecutive minutes**, the affected service will be covered by our SLA.

d) **Denial of Service Attacks (DoS/DDoS)** We guarantee protection against all types of **Denial of Service (DoS/DDoS) attacks**. If we are unable to mitigate an attack within **5 minutes**, the affected service will be covered by our SLA.

2. SLA Limitations

The following situations are not covered under our SLA:

- **Planned Maintenance:** We notify customers of scheduled maintenance in advance via email or our website.
- **Software Errors or Failures:** We do not cover downtime caused by software-related issues, including crashes, bugs, or compatibility errors.
- **Client-Induced Interruptions:** Issues caused by customer actions, such as installing third-party plugins, software, or scripts, are not covered.
- **Resource Overuse:** If the affected service exceeds its allocated resources, resulting in downtime, the SLA does not apply.
- **Force Majeure Events:** Service failures due to circumstances beyond our control (e.g., government actions, natural disasters, or other unforeseen incidents) are not covered.

3. SLA Non-Compliance & Compensation

If we fail to meet our SLA commitments, the client will be compensated as follows:

- For every **12 hours of downtime**, the client will receive **one extra day** of service credit.
- To claim service compensation, clients must submit an SLA claim via a support ticket from their client account.
- SLA claims must be submitted within **seven (7) days** of the outage.
- All SLA claims will be reviewed and processed at the sole discretion of GalaxyNode Hosting S.L.

4. SLA Claim Restrictions

- Fraudulent SLA claims will be denied.
- SLA claims related to **scheduled maintenance** will be rejected.
- We reserve the right to deny SLA claims if we suspect that the client intentionally caused service disruptions to claim SLA compensation (e.g., initiating their own DDoS attack).
- This SLA applies **only to direct clients** of GalaxyNode Hosting S.L.; resellers or third-party clients are not eligible.