

Silver Hosting Network, LLC

Service Level Agreement

Revised: 08/22/2022

Silver Hosting Network, LLC knows how important it is for customer services to remain online and running for as long as possible. With that being said, we have created this comprehensive Service Level Agreement (SLA) to ensure the best service for our customers.

Coverage

This SLA covers every service offered by Silver Hosting Network, LLC. These services include, Virtual Private Servers (VPS), Dedicated Servers, Shared Web Hosting, Game Servers, Discord Bot Hosting, TeamSpeak Hosting, and Colocation.

Uptime Gurantee

Silver Hosting Network, LLC guarantees an uptime of 99.9% for all services offered, during each billed cycle. If the event were to occur that Silver Hosting Network, LLC was unable to uphold the 99.9% uptime guarantee, customers can attempt to claim SLA via ticket.

SLA Limitations and Exceptions

The following list are exclusions for this SLA, and automatically suspend the SLA making no credits given out.

- *Planned Maintenance:* Any planned maintenance will have a description on how, and what services are affected and how. SHN will plan maintenance with atleast an hour notice.
- *DDoS/DoS Attacks:* Attacks like these are beyond our control. Attacks that exceed our protection per data center that takes down our network will suspend this SLA.
- *Customer Caused:* If you, yourself, or another customer causes your service to go down from user error or mistakes, this SLA does not cover that.
- *Billing System:* If your service is terminated, suspended or anything in that area due to outstanding/unpaid invoices, this SLA is suspended.
- *Cancellations:* If a customer has a pending cancelation, before, during or after the downtime, this SLA is suspended.
- *Uncontrollable:* Outages and downtime that are beyond our control, such as natural disaster, third party service providers etc, will not take part in this.

Silver Hosting Network, LLC reserves the right to suspend this SLA towards a customer at will, with or without reason. SHN also reserves the right to activate the SLA towards clients of choice with or without reason.

SLA Credits

After an outage and or downtime commences, the customer will need to contact us about retrieving in store credit within 24 hours of the outage via ticket. Upon ticket creation, the customer should have a detailed description of their experience, and service details ready.

Silver Hosting Network, LLC is not required to automatically activate the SLA in response to downtime.

Credits are calculated by 1.5% of the total monthly service value per hour.. For example, a Tier 4 VPS being \$30.00 a month, goes down for 3 hours. The credit given would be calculated as shown: $(1.5\%) * (\$30) * (3 \text{ Hours}) = \1.35 . Any amount below \$1.00 will not be credited back. The SLA credits are capped at 50% of the service value.