

Service Level Agreement (SLA)

1. General Provisions

This SLA defines the quality standards for cloud and hosting services ('Services') provided and maintained by the Provider.

2. Support Infrastructure

The Provider ensures technical and advisory support through the following levels:

- User Support – accepts and processes service requests and escalates issues as required.
- Operations – administers and maintains hardware and software to resolve issues escalated from User Support.
- Development – develops or modifies applications if issues cannot be resolved at previous levels.

3. Scope of Service

The Provider commits to the following:

1. 24/7 user support via email and phone, in English.
2. Network monitoring and resolution of equipment issues at the Provider's facilities.
3. Maintenance of server hardware used to deliver the Services.
4. Maintenance of operating systems, installation of updates, upgrades, and monitoring of server resources (disks, memory, CPU, network).
5. Daily data backups, with at least 3 consecutive days of restore points.

4. Service Levels

Availability commitments:

- Network availability: 99.85% monthly
- Server availability: 99.80% monthly
- Average Recovery Time (MTTR): within 8 hours
- Support response times:
 - * Working hours (Mon–Fri, 09:00–18:00): email – within 1 hour, phone – within 30 minutes
 - * Non-working hours: best effort

Maintenance Windows:

- Planned Microsoft updates: every 2nd and 4th Saturday of the month, 20:00–21:00.
- Urgent patches and fixes: as required, with at least 2 hours advance notice.

5. Service Credit (Compensation)

If the Provider fails to meet the stated availability commitments, the Customer is entitled to a service credit (discount on the next billing cycle):

Availability (Network / Servers) -> Credit:

≥ 99.85% / ≥ 99.80% -> None

99.50% – 99.84% / 99.00% – 99.79% -> 10%

99.00% – 99.49% / 98.00% – 98.99% -> 20%

< 99.00% / < 98.00% -> 30%

Exclusions: downtime caused by planned/urgent maintenance, force majeure (e.g. DDoS attacks, natural disasters, political instability), third-party Internet providers, customer's own software, or malicious actions from customer's side.

The Customer must notify the Provider within 30 days of the incident to request service credit.

6. Monitoring and Data Integrity

The Provider monitors resource utilization (CPU, RAM, storage) and informs the Customer if upgrades are needed for stable operation.

Data integrity is maintained through regular backups. Data restoration from backups may incur additional charges upon Customer request.

7. Customer Obligations

The Customer is responsible for timely reporting of service issues.

Support contacts:

Email: support@cloud.net.ua

Phone: +380 44 363 93 94