

# Service Level Agreement

Last updated: May 15, 2018

This Service Level Agreement defines guaranteed availability of Rage4 Networks Limited's Authoritative DNS servers. The Agreement does not cover services provided during the trial period; service plans that do not have Service Level Agreements; user accounts with overdue invoices and/or a negative payment history.

Rage4 Networks Limited guarantees the following:

Availability of its Authoritative DNS servers to users: 99.99% a month. This means that Authoritative DNS servers of Rage4 Networks Limited can only be unavailable simultaneously for no longer than 4 minutes 23 seconds each calendar month;

Response roundtrip of its Authoritative DNS servers to users: 95% a month below 300ms. This means that Authoritative DNS servers of Rage4 Networks Limited will serve response to users below 300 milliseconds in 95% of cases each calendar month;

Authoritative DNS servers are software/hardware network systems from Rage4 Networks Limited that are responsible for authoritative responses to standards-compliant DNS requests sent to properly delegated users' domain names within active service plans.

For the purposes of the present Agreement, unavailability of a DNS service means simultaneous unavailability of all Rage4 Networks Limited's Authoritative DNS servers. Lack of access to a DNS service as the result of a user's incorrect actions, intentional damage inflicted by a user to elements of the service, technical problems on the user's side, and acts of God such as emergencies or natural disasters, are not taken into consideration when determining the availability of a service.

All claims are accepted by email at support@rage4.com within 120 hours from the detection of service unavailability. Rage4 Networks Limited will independently determine whether a particular claim is a breach of the present Agreement.

If a particular incident is admitted to be a violation of the availability guarantee, Rage4 Networks Limited shall offer non-material reimbursement by extending the current service plan by one month for each incident, but not more than three reimbursements in the current calendar month. Rage4 Networks Limited shall not offer money or any other sort of material reimbursement for violations of the service availability guarantee or any other incidents for which Rage4 Networks Limited is responsible.

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## **Contact Us**

If you have any questions about these Terms, please contact us.

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