



Skylink Hosting LLC - Service Level Agreement (SLA)
Updated: November 28, 2024

1. General Agreement

1.1 Skylink Hosting LLC is committed to providing high-quality services with a 99.95% uptime guarantee. This Service Level Agreement (SLA) applies to all dedicated and shared hosting clients. By using our services, the Client agrees to the terms outlined herein.

1.2 Measurements of uptime and service quality will be determined through our internal support team. If the Client wishes to claim an SLA credit, they must submit a billing ticket.

1.3 Service Downtime is defined as any unplanned interruption in service availability where the client is unable to access services due to issues caused by Skylink Hosting LLC's network or infrastructure. Downtime will be measured as the total duration of the unplanned interruption within a calendar month.

1.4 Skylink Hosting LLC is not responsible for unplanned outages resulting from third-party software or hardware failures.

1.5 SLA credits are issued after the service has been unreachable for more than 30 consecutive minutes. For every additional hour of downtime beyond the initial 30 minutes, the client will receive a 1% credit of the affected service's monthly bill, up to a maximum of 75% of the monthly service fee.

2. Exclusions

2.1 While Skylink Hosting LLC is committed to providing the best service, certain circumstances may not be eligible for performance credits or refunds. Exclusions to this SLA include, but are not limited to:

- 2.1.1 Unexpected Weather
- 2.1.2 Unlawful Activity
- 2.1.3 DDoS Attacks
- 2.1.4 Client-Based Internet Failures
- 2.1.5 Third-Party Downtime
- 2.1.6 Excessive Resource Abuse
- 2.1.7 Deprecated Plans
- 2.1.8 Fraudulent SLA Claims