



WEB-SINGULARITY

Service Level Agreement

1. General provisions

1.1 The Contractor offers services for lease Dedicated Server, VPS, Cloud Servers, Bandwidth Service (hereinafter - the Services).

1.2. This Service Level Agreement is valid for the Customers, who ordered following services with Singularity Telecom :

Dedicated Server, VPS, Cloud Servers, Bandwidth Service (if service ordered within Singularity Telecom hardware) and Ipv4 / Ipv6 lease (if service ordered within Singularity Telecom leased dedicated, cloud or VPS servers)

1.3. This Service Level Agreement may be changed unilaterally by the Contractor without special notice to the User.

2. Our guarantees

We endeavour to provide a 99.9% service uptime, excluding the Singularity Telecom liability:

- For inaccessibility of the service, which is caused by disconnection for violation of the ToS, its annexes, the rules of service rendering (including payment obligations).
- In case of occurrence of force majeure circumstances (including DDOS-attack).
- Cracking the User's site through its code, CMS, access details stolen from the User's computer and in other cases, which are beyond the Singularity Telecom responsibility.
- Problems in the Customer's software, resulting in easy maintenance.
- Other circumstances that are beyond the Provider's area of responsibility, including failures in the data center or problems in external communication channels (including errors at trunk providers, which the Provider cannot influence).
- In case of malfunction of the Service, caused by the actions of the User, resulting in inaccessibility of the Service.
- In the event of interruption of the Services due to technical work/maintenance. planned or emergency server maintenance or conditions beyond our reasonable control. All customers will be notified of planned maintenance as far as possible in advance through our status page and, should the maintenance last for longer than 30 minutes, via e-mail
- In case of third party actions.
- If the provision of the Services is suspended at the request of state authorities in accordance with applicable law.

We guarantee that Equipment provided for lease is fully functional and if the replacement part fails, such as Hard drive, cabling and etc. we take responsibility to replace it with 24 hours.

We guarantee provide support and technical support of all elements of the services, hardware, system, and network equipment.

Support is available 24/7, and response time on request made by tickets is max. 5 hours.