

DATACENTER.BG LLC Service Level Guarantees

1. SERVICE GUARANTEES

99.9% Network Uptime Guarantee

DATACENTER.BG LLC guarantees that the server network where your dedicated server is located will be up and running at least 99.9% of the time during your subscription with us. However, we cannot be held responsible for upstream problems outside of our network and areas where DATACENTER.BG LLC has no direct influence, such as backbone provider failures, fiber-optic main line cuts, DNS or Registrar problems with subscribers' domain names, routing problems between a client's location and our data center. The uptime guarantee is also not applicable if the service interruption was caused by a natural or unnatural event that is not directly under the control (or jurisdiction) of DATACENTER.BG LLC. DATACENTER.BG LLC may temporarily deny or terminate the Service upon client's failure to pay their charges at due time.

DATACENTER.BG LLC guarantees 99.9% network uptime and server stability for the server network where your dedicated server is located. This, however, does not refer to problems stemming from:

- a. Server Hardware Breakdown.
- b. User error(s) or purposeful interruption(s) (e.g. if the client shuts his/her own server down, DATACENTER.BG LLC is not responsible for the downtime).
- c. Failures due to software that is not explicitly supported by DATACENTER.BG LLC. Consequently, if a hardware crash provoked by the customer happens, DATACENTER.BG LLC has no responsibility for the resulting downtime.

Network Outages or Unexpected Downtime is any unplanned or unexpected interruption in the network availability due to hardware, software, network connectivity or data center problem, during which a 100% packet loss is experienced.

Scheduled Downtime is any scheduled interruption of the services for the purpose of network software/hardware upgrades, or replacement of any network equipment in order to be provided better service for the customers. Scheduled downtimes occur within pre-notified downtime periods, with as many warnings as possible sent via e-mail or posted in our news section minimum 24-hour in advance.

2. SUPPORT GUARANTEE

DATACENTER.BG LLC guarantees 24/7 support available 365 days per year, for all the pre-installed software on your dedicated server. Support is available via email and the integrated ticketing system.

