

# Service Level Agreement (SLA)

This Service Level Agreement (“SLA”) forms part of the Master Services Agreement between the Customer and WEDOS. It defines uptime guarantees, performance commitments, support response targets, exclusions, and service credit terms for individual WEDOS services. This SLA is effective as of May 2026 and supersedes any previous version.

## 1. General Definitions

**Service Uptime:** Percentage of total time in a calendar month that a given service is operational and reachable.

**Performance SLA:** Guarantees related to service performance (latency, response times, throughput) if applicable.

**Support Response Time:** Time from customer’s initial incident report to first acknowledgement by support.

**Service Credit:** Credit calculated as a percentage of monthly fees, applied when SLA commitments are not met.

**Measurement Period:** Monthly, starting at 00:00 UTC on the 1st and ending at 23:59 UTC on the last day.

**Missed Response:** A service issue reported by the customer that does not receive a first acknowledgement from support within the response time defined for the applicable support tier.

## 2. SLA Exclusions

This SLA does not apply to service failures caused by:

- Scheduled maintenance (with at least 48 hours notice)
- Force majeure events (including natural disasters, war, terrorism, regulatory restrictions)
- Customer-caused outages or misconfigurations
- Beta or preview features
- Usage exceeding quotas or limits imposed by the service plan
- Network issues outside WEDOS’ reasonable control (e.g. upstream provider failures, ISP routing, peering partner disruptions)

*Note on incident resolution: Resolution timelines for complex incidents involving third-party dependencies (upstream providers, ISP routing, peering partners) are handled on a best-effort basis and are not part of the standard SLA. Custom resolution time commitments are available under bespoke enterprise SLA agreements.*

## 3. SLA Change Control

WEDOS will not modify the terms of this SLA during any existing subscription term except as required by law or regulation. Changes will be communicated with at least 30 days’ written notice.

## 4. WEDOS.zone SLA

### 4.1 Service Uptime Commitment

Uptime Target	Service Credit
100.00%	N/A
≥ 99.99%	10% of monthly fee
≥ 99.90%	25% of monthly fee
≥ 99.50%	100% of monthly fee

### 4.2 Support Levels & Response Commitments

Tier	Support hours	Response time	Consulting & advisory	Service credit per missed response
<b>Platinum</b>	24x7	≤ 15 min	2h/mo	5%
<b>Gold</b>	24x7	≤ 1 h	1h/mo	3%
<b>Silver</b>	Mon–Fri 08:00–18:00 CET	≤ 4h	N/A	1%
<b>Bronze</b>	Mon–Fri 08:00–18:00 CET	≤ 1 bus. day	N/A	0%

## 5. WEDOS.protection SLA

### 5.1 Service Uptime Commitment

Uptime Target	Service Credit
100.00%	N/A
≥ 99.99%	10% of monthly fee
≥ 99.90%	25% of monthly fee
≥ 99.50%	100% of monthly fee

### 5.2 Performance SLA

For WEDOS.protection DDoS mitigation, WEDOS commits to mitigating attacks and applying the agreed upon WAF rules. Failure to meet this will result in a service credit of 10% of the monthly fee for that period.

### 5.3 Support Levels & Response Commitments

Tier	Support hours	Response time	Consulting & advisory	Service credit per missed response
<b>Platinum</b>	24x7	≤ 15 min	2h/mo	5%
<b>Gold</b>	24x7	≤ 1 h	1h/mo	3%
<b>Silver</b>	Mon–Fri 08:00–18:00 CET	≤ 4h	N/A	1%
<b>Bronze</b>	Mon–Fri 08:00–18:00 CET	≤ 1 bus. day	N/A	0%

## 6. SLA Claims Process

To receive a service credit, customers must submit a claim within 15 days of the incident in which the SLA failure was reported by the customer. Claims must include:

- Date and time of each alleged outage or performance failure
- Impacted services, zones, or IPs
- Supporting logs or monitoring screenshots demonstrating unavailability or performance degradation.

Claims will be validated against WEDOS monitoring data.

## 7. Legal Terms & Limitation of Liability

Service credits outlined herein are the customer's sole and exclusive remedy for SLA failures.

In no case shall the cumulative value of service credits for any 12-month billing cycle exceed the total fees paid by the customer for that service over the same period.