AXISNETWORKS - SERVICE LEVEL AGREEMENT (SLA)

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This Service Level Agreement (“SLA”) forms an integral part of the agreement between AxisNetworks (“we”, “our”, “us”) and the customer (“you”, “your”).

This SLA defines the service standards, uptime commitments, support response times, compensation, and responsibilities for AxisNetworks services.

This SLA applies to the following services unless stated otherwise:

- Cloud Hosting & Virtual Servers
- Dedicated Servers
- Co-location Services
- Network Services, IX & BGP Sessions
- Cybersecurity & DDoS Mitigation
- Managed IT Services

1. DEFINITIONS

1.1 **Uptime** — The percentage of time during a calendar month that the service is operational and reachable.
1.2 **Downtime** — Minutes when the service is unavailable due to an AxisNetworks-related failure.
1.3 **Business Hours** — Monday to Friday, 09:00–18:00 CET.
1.4 **Service Credit** — Compensation in the form of account credit; not refundable as cash.
1.5 **Planned Maintenance** — Scheduled maintenance announced in advance and not counted as downtime.
1.6 **Emergency Maintenance** — Maintenance required to protect network stability or security.
1.7 **Force Majeure** — Events outside AxisNetworks' control (as defined in our Terms of Service).

2. SERVICE UPTIME COMMITMENTS

AxisNetworks commits to the following uptime guarantees per service:

2.1 Cloud Hosting & VPS
- 99.9% uptime per calendar month

2.2 Dedicated Servers
- 99.9% network & power uptime

2.3 Co-location / Rack Space
- 99.99% power uptime
- 99.99% network uptime

2.4 Network Services, BGP, IX Connectivity
- 99.99% core network uptime
- BGP sessions may reset due to customer misconfiguration, upstream actions, or routing changes.

2.5 Cybersecurity & DDoS Mitigation
- AxisNetworks provides best-effort mitigation based on service tier.
- No DDoS protection system can guarantee 100% mitigation.

2.6 Managed Services
- Uptime depends on service scope and infrastructure environment.
- Custom SLAs may apply.

3. WHAT COUNTS AS DOWNTIME

Downtime counts only when:

- The service is unreachable due to an internal AxisNetworks infrastructure failure
- Network failure originates from AxisNetworks systems
- Power loss is caused within a facility component managed by AxisNetworks
- Hypervisor/node-level outages impacting VPS or cloud environments

Downtime **does NOT** include:

- Scheduled maintenance
- Emergency maintenance
- Customer-caused outages or misconfigurations
- DDoS attacks saturating capacity beyond the customer’s plan
- Routing or packet loss outside AxisNetworks' control
- Failure of customer-owned hardware (co-location)
- Issues caused by third-party upstream providers (unless included in SLA tier)
- Force majeure events

4. SERVICE CREDITS

Service credits are issued when uptime falls below SLA thresholds.

4.1 Cloud / VPS Services

Uptime Achieved	Credit Issued
99.0–99.9%	10% credit
98.0–98.9%	25% credit
Below 98%	50% credit

4.2 Dedicated Servers

Uptime Achieved	Credit Issued
99.0–99.9%	10% credit
98.0–98.9%	20% credit
Below 98%	40% credit

4.3 Co-location Services

Uptime Achieved (Power/ Network)	Credit Issued
99.95–99.99%	5% credit
99.5–99.94%	10% credit
Below 99.5%	25% credit

4.4 IX / Network Services

Credits apply only to AxisNetworks-controlled infrastructure.

5. REQUESTING SERVICE CREDITS

To receive credits, the customer must:

- Submit a ticket within **7 days** after the incident
- Provide timestamps and description of impact
- Allow AxisNetworks to verify logs and outage data
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Service credits:

- Are applied to future invoices
- Cannot be exchanged for cash
- Cannot exceed the monthly recurring fee of the affected service

6. SUPPORT LEVELS & RESPONSE TIMES

AxisNetworks provides support through tickets and email.

6.1 Response Times

Priority Level	Description	Initial Response
Critical	Outage, security breach, full service failure	**1 hour**
High	Major service degradation	**2 hours**
Medium	Functional issues, configuration help	**4 hours**
Low	General questions, billing, requests	**24 hours**

These are **targets**, not guaranteed deadlines.

6.2 Managed Service Customers

Managed environments may receive:

- Faster response times
- Proactive monitoring
- Automatic incident handling

Custom SLAs apply based on agreement.

7. MAINTENANCE

7.1 Scheduled Maintenance

- Announced at least **24 hours in advance**
- Typically occurs outside peak hours
- Does not count as downtime
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7.2 Emergency Maintenance

Performed immediately if required to protect customers or infrastructure.

May occur without prior notice.

8. CUSTOMER RESPONSIBILITIES

Customers must:

- Maintain secure passwords and configurations

- Ensure systems are updated unless Axis manages them
- Provide accurate contact details
- Maintain their own backups unless backup services are included
- Not exceed agreed bandwidth, CPU, or power limits

AxisNetworks is not responsible for:

- Customer data integrity
- Application-level failures
- Software misconfigurations
- Failures of customer-owned hardware

9. LIMITATIONS

This SLA does **not** apply to:

- Free services or trial accounts
- Customer-caused outages
- Issues outside AxisNetworks' control
- Attacks exceeding contractual DDoS limits
- Force majeure events
- Maintenance windows

10. SLA EXCLUSIONS FOR SECURITY SERVICES

Cybersecurity, DDoS mitigation, and threat intelligence involve dynamic risk factors.

AxisNetworks cannot guarantee:

- Complete prevention of cyberattacks
- Zero-latency mitigation
- Compatibility with improperly configured applications
- Protection levels beyond agreed service tier

11. AMENDMENTS

AxisNetworks may update this SLA to reflect operational changes, legal requirements, or service improvements.

Updates are effective upon publication on our website.

12. CONTACT INFORMATION

For SLA questions or service credit requests:

AxisNetworks – Networks Operations Centre
Email: **noc@axisnetworks.org**
Website: **https://axisnetworks.org**