



# *Service Level Agreement*

- 1. Annual Availability of Services*
- 2. Guarantees Applicable*
- 3. Guarantees Not Applicable*
- 4. Compensations*



# *Service Level Agreement*

## *Company*

- Space Hosting by Edoardo de Pietri - Tonelli
- Via Bronzino 10 Milano Italia
- VAT: IT12572050966
- info@space-hosting.net

These Service Level Agreements ("Agreements ") govern your use of our Service ("Service") that are provided by Space Hosting ("we", "us" or "our"). By using our services you agree to our Terms of Service and Privacy Policy (Collectively, the "Agreement"). Furthermore, you hereby agree that any violation or infringement of any clause in any of our legal agreements or any law in Italy will leave you subject to liability. Please read this agreement carefully as it states your legal rights, liability limitations, and automatic subscription renewals.

### **1 – Annual Availability of Services:**

We ensure 99.95% annual availability of servers.

### **2 – Guarantees Applicable:**

- Uninterrupted operation of the Internet Communication Channel Network Equipment.
- For correct operation of data centers, hardware of servers and virtualization platforms.

### **3 – Guarantees Not Applicable:**

- For the operation of client-administered software - operating system and server services/applications/software.
- For preventive works, which we have notified in advance.
- For disturbances arising from the client's actions or from a load that does not correspond to the server's capacity.
- For shutting down the server, when the client does not pay for services on time, does not comply with the terms of the contract, or due to the requirement of state authorities, based on valid legal acts.

### **4 – Compensations:**

In the event that the server is available for less than 99.95% per year, within 7 calendar days after receiving and confirming the request of the customer, we undertake to compensate for the time of subscription lost from the moment the issue is reported.