Revivenode LLC
Service Level Agreement

OVERVIEW

1.1 Revivenode is dedicated to ensuring 99.99% uptime for all our paying customers. This Service Level Agreement (SLA) guarantees 99.99% uptime and serves as a supplement to the Terms and Conditions you agreed to when becoming a Revivenode customer.

This uptime guarantee applies to individual service items and does not cover your entire monthly invoice. The SLA encompasses all current and future services offered by Revivenode, except those excluded or limited as stated in the Service Level Agreement Exclusions and Limitations section of this agreement.

SERVICE DOWNTIME & MEASUREMENT

2.1 Service Downtime refers to any unplanned interruption in Service Availability that renders the client unable to access any services provided by Revivenode. Such interruptions must be confirmed by Revivenode management to have been caused by problems within our immediate services or networking services. Downtime is measured as the total duration of unplanned interruptions in Service Availability during a calendar month. Revivenode is not responsible for downtime caused by third-party software utilized by the client(s) or from our upstream providers.

EXCLUSIONS AND LIMITATIONS OF SERVICE LEVEL AGREEMENT

3.1 While Revivenode highly values and cares about all our paying customers, certain limitations and exclusions must be outlined in this agreement due to events beyond our control. Therefore, Service Level Credits, refunds, or account credits are not applicable in the following cases:

[a] Acts of God: Downtime caused by extreme weather at data centers or any other means defined by legislation will not be covered.

[b] Accessibility of Revivenode's web property, DNS servers, API, or control panel.

[c] Unlawful activities against the client or caused by the client, including DDoS attacks, server illegal activities, and terminations.

[d] Internet unavailability due to client issues: Downtime caused by interruptions in the client's own internet service provider or uptime not caused by Revivenode.

[e] Exceeding allocated resources: Downtime caused by the client's server not functioning due to their service requiring more resources than purchased.

[f] Dedicated servers are not covered by the SLA.

[g] Suspected fraudulent SLA claims as determined by Revivenode.

[h] Mysql Database connections as its a feature and not included in the main package.

OUTAGE CREDITS

4.1 Service Level Agreement credits are available when a service remains unreachable for more than 30 consecutive minutes. For every 30 minutes of continuous downtime after the initial 30 minutes, the client will receive a credit of 1% of the monthly bill for the affected service, up to a maximum of 100% of the service's value. Quarterly and semiannual services can claim credits based on their individual monthly value, not the overall quarterly or semiannual value. However, eligibility for an outage credit is subject to Revivenode's sole discretion.

Outage Time Frame	Credited amount
• 30 – 45 minutes	1% of monthly invoice
• 45 – 60 minutes	2% of monthly invoice
• 1 Hours	3% of monthly invoice
• 2 Hours	6% of monthly invoice
ETC.	

OBTAINING CREDITS

5.1 To receive any credit offered under this SLA, you must initiate a support ticket related to the event and explicitly request that we issue a credit. DO NOT ASSUME THAT WE ARE AWARE OF YOUR OUTAGE. Your outage may be unrelated to Revivenode's services, so unless you contact us via a support ticket, we may not be aware of any existing problem.

Valid methods to open a ticket and request an SLA credit are either through our Discord support chat or via our billing interface located at billing.revivenode.com. If Revivenode was not aware of an outage, the timestamp of your ticket will mark the beginning of the outage. If Revivenode was aware of an outage, we may notify you accordingly. In either case, you are still required to open a ticket to request an SLA credit.

You acknowledge and agree that all other terms, limitations, exclusions, disclaimers, and requirements stated in Revivenode's Hosting Terms and Conditions are applicable to this SLA.