SinapCore
CLOUD SERVICES & DEV

SinapCore LLC
Wyoming, United States
Document Code: **SLA-2026-01** (Master Agreement)
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SERVICE LEVEL AGREEMENT: CLOUD INFRASTRUCTURE

Official Master English Version (Effective Date: October 1, 2026)

Master Legal Framework - SinapCore LLC (Wyoming, United States):
Official Service Level Agreement establishing SinapCore LLC's 99.9% monthly network and infrastructure availability commitment. Details calculation formulas, scheduled maintenance carve-outs, service credit tiers, and service credits as Customer's sole and exclusive remedy.

1. SERVICE LEVEL COMMITMENT (99.9% NETWORK UPTIME)

SinapCore LLC commits to maintaining a Monthly Network and Core Infrastructure Availability target of **99.9%** for all production hosting and virtual compute services during each calendar month. This Agreement incorporates GTS-2026-01 and the English language version controls in all respects.

2. UPTIME MEASUREMENT AND CALCULATION FORMULA

Infrastructure availability is monitored continuously via automated external probing nodes. Monthly Uptime Percentage is calculated using the following standard formula:

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Monthly Uptime (%) = [ (Total Minutes in Month - Eligible Downtime Minutes) / Total Minutes in Month ] * 100
```

Eligible Downtime commences when Customer opens a verified support ticket or when automated monitoring registers a core route outage, and concludes when standard IP packet routing and hypervisor availability are restored.

3. EXCLUSIONS FROM ELIGIBLE DOWNTIME

The calculation of Eligible Downtime strictly excludes:

- **Scheduled Maintenance:** Planned maintenance operations announced at least twenty-four (24) hours in advance via email or status portal, as well as critical hypervisor security kernel updates performed during low-traffic windows (01:00 to 05:00 UTC).
- **Upstream Transit Outages:** Disruptions occurring within global Tier-1 upstream transit providers or regional telecommunications networks beyond SinapCore's datacenter edge routers.
- **Denial of Service Attacks:** Distributed Denial of Service (DDoS) attacks that exceed the contracted edge mitigation bandwidth thresholds.
- **Customer-Induced Disruptions:** Misconfigurations, faulty code, unpatched guest OS crashes, or suspensions arising from Customer's breach of the Acceptable Use Policy or payment default.

4. SERVICE CREDIT SCHEDULE AND EXCLUSIVE REMEDY

Recorded Monthly Availability	Applicable Service Credit
99.00% to 99.89%	10% credit applied to next recurring invoice

98.00% to 98.99%	25% credit applied to next recurring invoice
Less than 98.00%	50% credit applied to next recurring invoice

Sole and Exclusive Remedy: The issuance of Service Credits as provided herein represents Customer's **sole and exclusive remedy**, and SinapCore's total aggregate liability, for any downtime, outage, or performance degradation. Service Credits are non-refundable in cash and may only be applied as billing credits against future service invoices. Claims must be submitted within fifteen (15) calendar days following the month in which the incident occurred.