

PletX Ltd Service Level Agreement

1. Introduction

This Service Level Agreement ("SLA") is a commitment by PletX Ltd ("PletX") to provide DDoS Protection and Secure Internet Access services to its customers. This SLA outlines the performance metrics and service levels that PletX promises to achieve and the remedies available to customers in the event PletX fails to meet these service levels.

2. Definitions

User, End User, Client, Customer: Refers to the individual or entity directly engaging with PletX Ltd. This does not include any third parties, such as a client of a client.

DDoS Protection: Services provided by PletX to detect, mitigate, and prevent Distributed Denial of Service attacks.

Uptime: The time during which PletX's DDoS Protection services are operational and accessible to the customer.

Downtime: Any period during which PletX's DDoS Protection services are not operational or accessible to the customer, excluding scheduled maintenance or customer-related issues.

Working hours: The official working hours are from 9AM to 9PM UTC +3.

3. Service Commitment

PletX commits to providing 99.9% uptime for its DDoS Protection services each calendar month, excluding scheduled maintenance, force majeure events, or issues attributable to the customer.

4. Performance Metrics

4.1 Uptime Guarantee

PletX guarantees that its DDoS Protection services will be available 99.9% of the time within a given month. If service availability falls below this threshold, the customer will be eligible for service credits as outlined in Section 5. **Downtime caused by bypasses is excluded**, as bypasses are always possible. However, if we fail to fix the bypass within 12 working hours, the customer will be eligible for service credits for each hour after 12 working hours.

4.2 Mitigation Response Time

As our mitigation is a permanent mitigation (means it analyze every single packet joins our network), the mitigation response time should be lower than 1ms.

4.3 Support Response Time

PletX guarantees an initial response to support tickets within 30 minutes for critical issues **related to DDoS Protection services** within our support time which starts from 9 AM to 9PM UTC +3.

It is possible that we will be available after working hours, but this is not guaranteed

5. Calculation of Service Credits

Service credits will be calculated as a percentage of the monthly service fee for the affected service, based on the table below:

Monthly Uptime Percentage	Downtime	Service Credit Percentage
99.9% - 100%	0-50 Minutes	0%
99.0% - 99.89%	50 Minutes – 7 Hours	10%
98.0% - 98.99%	7 Hours – 14 Hours	25%
Below 98.0%	14Hours +	35%

6. Claim Process

To receive a service credit, the customer must submit a claim by opening a support ticket within 7 (seven) days in which the service commitment was not met. The claim must include the dates and times of each incident of downtime.

7. Exclusions

This SLA does not apply to the following performance or availability issues:

Caused by factors outside of PletX's reasonable control, including force majeure events.

That resulted from any actions or inactions of the customer or third parties.

That resulted from the customer's equipment or third-party equipment not within PletX's primary control.

During scheduled maintenance windows.

8. Scheduled Maintenance

PletX will provide at least 48 hours' notice for any scheduled maintenance that may affect the availability of its DDoS Protection services. Scheduled maintenance will not exceed 4 hours per month.