

SERVICE LEVEL AGREEMENT

WS Telecom Inc.

Effective Date: June 22, 2026

Version: 1.0

Jurisdiction: State of Wyoming, USA

1. SCOPE

This SLA applies to all WS Telecom Inc. services (Internet Access, Cloud, IPv4/IPv6 space) unless otherwise specified in writing.

2. AVAILABILITY GUARANTEE

2.1 Uptime Commitment

- **Monthly Target:** 99.9% availability
- **Measurement:** Aggregate across all client services
- **Excluded Downtime:**
 - Scheduled maintenance (max 4 hours/month, 72-hour notice)
 - Client-side issues (misconfiguration, abuse, termination)
 - Force majeure (natural disasters, war, pandemics)
 - DDoS or intentional attacks (Client responsible)
 - Third-party services outside Company control

2.2 Availability Calculation

$\text{Availability \%} = (\text{Total Minutes} - \text{Downtime Minutes}) / \text{Total Minutes} \times 100$

Downtime = period when primary service is inaccessible to Client.

3. SERVICE CREDITS

If monthly availability falls below 99.9%, Client eligible for credit:

Availability	Service Credit
99.0% - 99.89%	5% monthly fee

98.0% - 98.99%	10% monthly fee
97.0% - 97.99%	25% monthly fee
< 97.0%	50% monthly fee

Credit Limits:

- Maximum 50% monthly fee per incident
- Credits applied within 30 days to Client account
- No cash refunds; credits only
- Client must request credit within 30 days of downtime

4. SUPPORT COMMITMENT

4.1 Response Times

Severity	Response Time	Resolution Target
P1 - Critical outage	15 minutes	4 hours
P2 - Major issue	1 hour	8 hours
P3 - Minor issue	4 hours	24 hours
P4 - Low priority	24 hours	72 hours

Severity Definitions:

- **P1:** Service completely unavailable; business impact critical
- **P2:** Service degraded; partial functionality lost
- **P3:** Minor functionality issue; workaround available
- **P4:** Informational or feature request

4.2 Support Channels

- **Email:** support@ws.network (available 24/7)
- **Ticket System:** Client portal
- **Emergency:** Critical issues escalated to on-call engineer

4.3 Support Limitations

- Support covers Company infrastructure only, not Client setup

- Network configuration/optimization subject to separate fees
 - DDoS mitigation requests handled separately
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5. PERFORMANCE METRICS

5.1 Network Performance

- **Latency:** < 100ms average to nearest PoP
- **Packet Loss:** < 0.1% under normal conditions
- **Jitter:** < 30ms standard deviation
- **Throughput:** Per contracted amount (guaranteed during provisioned hours)

5.2 Cloud Server Performance

- **CPU:** Dedicated cores (shared cloud configs may vary)
 - **Memory:** As provisioned; overprovisioning monitored
 - **Disk I/O:** SSD speeds; no mechanical drive slowdown guarantees
 - **Bandwidth:** 1 Gbps + (BGP route-based)
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6. MAINTENANCE WINDOWS

6.1 Scheduled Maintenance

- **Window:** Sundays 02:00 - 04:00 UTC (2-hour max)
- **Frequency:** Monthly or as needed
- **Notice:** 72 hours minimum advance notification
- **Maintenance Impact:** Service may be unavailable

6.2 Emergency Maintenance

- **Notice:** 24 hours when possible
 - **Justification:** Security patches, critical fixes, or compliance
 - **No Credit:** Due to emergency nature
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7. BACKUP & DISASTER RECOVERY

7.1 Data Backup (Cloud Services)

- **Frequency:** Daily backups
- **Retention:** 30 days minimum
- **Recovery RTO:** 4 business hours
- **Recovery RPO:** 24 hours

Note: Backups are for disaster recovery; not for operational storage.

7.2 Network Redundancy

- **Multiple PoPs:** Geographically distributed
- **BGP Failover:** Automatic (when LOA/ROA in place)
- **Routing:** Multi-path redundancy per AS

8. SECURITY & COMPLIANCE

8.1 Security Commitment

- **Firewalls:** DDoS filtering on edge routers
- **Updates:** Security patches applied within 30 days
- **Monitoring:** 24/7 network monitoring
- **Incident Response:** Security incidents reported within 24 hours

8.2 Compliance

- **GDPR:** EU data protection compliant
- **CCPA:** California privacy law compliant
- **SOC 2 Type II:** Audit performed annually (certification provided on request)

9. TRAFFIC SHAPING & THROTTLING

9.1 Fair Use Policy

- **Unlimited Bandwidth:** Per service tier (standard overprovisioning 5:1)
- **Abuse Detection:** Excessive traffic may trigger review
- **Throttling:** Applied only after abuse verification
- **Notice:** 24-hour notice before throttling

9.2 DDoS Mitigation

- **Detection:** Automated; triggered at threshold
- **Response:** Traffic scrubbing; service remains available
- **Notification:** Client notified during active mitigation
- **Billing:** No additional charge for standard DDoS (up to 1 Tbps global)

10. NETWORK CHANGES & MIGRATIONS

10.1 IP Address Changes

- **Justification:** Network optimization, consolidation
- **Notice:** 30 days minimum
- **Exception:** Emergency (IP hijacking, contamination) = 48 hours

10.2 Service Upgrades

- **Bandwidth Increase:** No downtime (BGP re-announcement)
- **Server Migration:** Advance notice; brief connectivity interruption possible
- **Feature Deprecation:** 90 days notice for removal

11. SERVICE TERMINATION

11.1 Upon Termination

- **Data Retrieval:** 30-day grace period to download data
- **Data Deletion:** Wiped within 30 days of termination
- **IP Deallocation:** Returned to RIPE NCC within 60 days
- **Final Invoice:** Prorated, due on termination

12. LIMITATION OF LIABILITY

- **Liability Cap:** Amount paid in preceding 30 days
 - **Excluded Damages:** Indirect, incidental, punitive, or consequential
 - **Client Responsibility:** Maintain backups; test disaster recovery
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13. ESCALATION & DISPUTES

Service Credit Dispute:

1. Client submits written claim within 30 days
 2. Company investigates within 5 business days
 3. If agreed, credit applied; if denied, explanation provided
 4. Further disputes: Arbitration per ToS
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14. EXCLUSIONS & FORCE MAJEURE

This SLA does not cover:

- Client negligence, misconfiguration, or abuse
 - Third-party service failures
 - Natural disasters, war, strikes, government action
 - Pandemics or public health emergencies
 - Internet backbone failures outside Company control
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15. MODIFICATION

Company may modify SLA with 30 days' notice. Downgrades to SLA terms require Client acceptance.

Contact: legal@ws.network

Support: support@ws.network

Last Updated: 2026-06-22