

Service Level Agreement (SLA) for Crystallized Hosting

This Service Level Agreement ("Agreement") is entered into by and between Crystallized Hosting ("Provider") and the customer ("Customer") who has purchased services from Provider. This Agreement outlines the terms and conditions related to uptime and service availability for game server hosting provided by Crystallized Hosting.

1. Service Commitment

Crystallized Hosting is committed to providing high-quality game server hosting services to its customers. As a goodwill gesture, we offer compensation to customers in the event of unplanned downtime, as described below. This Agreement applies only to unplanned downtime of the game server(s) and does not cover the control panel, planned maintenance, Acts of God/natural disasters, or downtime caused by hardware/software not within our control.

2. Definitions

a. "Uptime" refers to the time when the game server is operational and available for use by the Customer.

b. "Downtime" refers to the time when the game server is not operational or unavailable for use by the Customer, excluding planned maintenance, Acts of God/natural disasters, or downtime caused by hardware/software not within our control.

3. Service Availability and Compensation

Crystallized Hosting will provide compensation in the form of account credit to the Customer, based on the duration of the unplanned downtime of the game server, as follows:

- a. Downtime between 0 and 3 hours: 5% discount
- b. Downtime between 3 and 24 hours: 15% discount
- c. Downtime between 1 and 3 days: 35% discount
- d. Downtime between 3 and 7 days: 50% discount
- e. Downtime between 7 and 21 days: 75% discount
- f. Downtime exceeding 21 days: 100% discount (free service)

The compensation will be applied to the Customer's account as a credit for future services. Except in cases where a 50% discount or more is available, where in some cases we will give a good will gesture refund of the discount amount.

4. Exclusions

This Agreement does not cover any downtime resulting from:

- a. Acts of God or natural disasters, including but not limited to fires, floods, earthquakes, and storms.
- b. Planned maintenance, upgrades, or any other scheduled events.
- c. Downtime or unavailability of the control panel.
- d. Customer's misuse, negligence, or any actions or inactions that lead to the downtime of the game server.
- e. Downtime caused by hardware/software not within our control, such as issues with a game's own servers or third-party services.

5. Claim Procedure

To claim compensation under this Agreement, the Customer must submit a support ticket through the billing panel within 30 days of the occurrence of the unplanned downtime. The support ticket must include the dates and duration of the downtime, as well as any relevant supporting documentation. Crystallized Hosting reserves the right to verify the information provided by the Customer before issuing any compensation.

6. Amendments

Crystallized Hosting reserves the right to modify or amend this Agreement at any time, with or without notice to the Customer. The most current version of the Agreement will be posted on the Crystallized Hosting website.

By using Crystallized Hosting's game server hosting services, the Customer agrees to be bound by the terms and conditions outlined in this Service Level Agreement.