Service Level Agreement (SLA)

1. General Provisions

1.1. This Service Level Agreement (hereinafter — "SLA" or "Agreement") defines availability guarantees, service quality metrics, and compensation procedures provided by Open Affect Holdings International B.V. (hereinafter — the "Company") to users of the flyxe.cloud cloud platform.

1.2. This SLA is an integral part of the flyxe.cloud Platform Terms of Use and the Service Agreement. In the event of any conflict between this SLA and the Terms of Use, the provisions of this SLA shall prevail with respect to service levels.

1.3. This SLA applies to all Platform services, including:

1.3.1. Web hosting with cPanel control panel (plans WEB-1, WEB-2, WEB-3);

1.3.2. CDN static content storage (plans CDN-1, CDN-2, CDN-3);

1.3.3. MySQL, PostgreSQL, and MongoDB database hosting.

2. Terms and Definitions

2.1. Availability (Uptime) — the percentage of time during which a service operates without failures relative to the total time of a billing period (calendar month).

2.2. Scheduled Maintenance — planned infrastructure maintenance work for which the User is notified in advance. Scheduled maintenance time is excluded from availability calculations.

2.3. Incident — an unexpected interruption or degradation of service quality not caused by scheduled maintenance or User actions.

2.4. Billing Period — a calendar month during which compliance with SLA metrics is evaluated.

2.5. SLA Credit (Compensation) — a refund of a portion of the service cost to the User's account balance in the event of a breach of this Agreement's guarantees.

3. Availability Guarantees

3.1. Target Availability Metrics

Parameter	Value	Applicability
Web Hosting (WEB-1, WEB-2, WEB-3)	99.9% per month	All web hosting plans
CDN Storage	99.9% per month	CDN-1, CDN-2, CDN-3
Database Hosting (MySQL, PostgreSQL)	99.9% per month	Standalone DB plans
Database Hosting (MongoDB)	99.5% per month	Standalone DB plans
cPanel Control Panel	99.5% per month	All web hosting plans
Customer Portal (my.flyxe.cloud)	99.0% per month	All Users

99.9% uptime means no more than ~43 minutes of downtime per month. The Company strives to minimize this figure.

3.2. Availability Calculation

Availability for the billing period is calculated using the following formula:

Availability (%) = ((T_month − T_downtime) / T_month) × 100

where: T_month — total number of minutes in the billing month; T_downtime — total incident duration in minutes (excluding scheduled maintenance and force majeure).

4. Resource Limits by Plan

4.1. Web Hosting

Plan	Traffic/month	Disk	Email/mailbox
WEB-1	50 GB	14 GB	128 MB
WEB-2	100 GB	25 GB	256 MB
WEB-3	200 GB	40 GB	384 MB

If the traffic limit is exceeded, visitor access to the User's web resources is automatically restricted until the start of the next billing period. The User may request additional (unmetered) traffic through the support service in accordance with the Regulation on the Provision of Additional (Non-Tariffed) Traffic.

4.2. Database Storage

4.2.1. Single database size: 192 MB by default.

4.2.2. Limit increases are available upon individual request to the support service.

4.2.3. Automatic backups: enabled for all plans.

4.3. CDN Storage

4.3.1. Permitted file formats: SVG, PNG, JPEG, JPG, GIF, WEBP, MP3, FLAC, WAV, AVI, MP4, FLV, TXT, RTF, PDF, DOC, DOCX, XLS, XLSX, XLSM, PPTM, PPSM, XPS, CSS, JS, JSON, OTF, TTF, FNT.

4.3.2. Uploading files of other formats is prohibited and may result in their automatic deletion.

5. Scheduled Maintenance

5.1. The Company may carry out scheduled maintenance that temporarily limits service availability. Scheduled maintenance is not counted as downtime in availability calculations.

5.2. Notification procedure for scheduled maintenance:

5.2.1. The Company notifies Users of scheduled maintenance at least 24 hours in advance via publication on flyxe.cloud and/or through technical support channels.

5.2.2. Scheduled maintenance is generally performed at night (00:00-06:00 UTC+3) to minimize impact on User services.

5.2.3. In emergency situations (security threats, critical vulnerabilities), work may be carried out without prior notice.

6. User Support

Parameter	Value	Applicability
Support hours	10:00-20:00 (UTC+3), daily	All Users
Contact channels	Telegram, Email (hi@flyxe.cloud)	All Users
First response (P1 — Critical)	Within 2 hours	During business hours
First response (P2 — High)	Within 4 hours	During business hours
First response (P3 — Standard)	Within 1 business day	During business hours
P1 incident resolution	Target: up to 4 hours	Not guaranteed

6.1. Priority P1 (Critical) — complete service unavailability for the User.

6.2. Priority P2 (High) — significant performance degradation or partial unavailability.

6.3. Priority P3 (Standard) — isolated errors, configuration questions.

7. Compensation (SLA Credits)

7.1. Compensation Conditions

7.1.1. If the actual availability of a service during the billing period falls below the guaranteed level due to the Company's fault, the User is entitled to request compensation in the form of a credit to their account balance.

7.2. Compensation Amounts

Parameter	Value	Applicability
Availability 99.0% – 99.9%	5% of monthly service cost	Upon confirmed incident
Availability 95.0% – 98.9%	15% of monthly service cost	Upon confirmed incident
Availability below 95.0%	30% of monthly service cost	Upon confirmed incident
The total compensation for a billing period shall not exceed 30% of the service cost for that month. Credits are applied to the account balance and are not redeemable for cash.		

7.3. Compensation Request Procedure

7.3.1. The User must submit a compensation request within 14 (fourteen) calendar days from the end of the billing period in which the incident occurred.

7.3.2. Requests must be submitted via the technical support service (Telegram or Email hi@flyxe.cloud) and must include the account name, incident period, and description of the issue.

7.3.3. The Company reviews requests within 10 business days and notifies the User of the decision.

7.3.4. Upon confirmation of an SLA breach, the credit is applied to the account balance within 5 business days.

8. SLA Exclusions

8.1. This Agreement does not apply and no compensation is provided when service unavailability is caused by:

8.1.1. Scheduled maintenance for which the User was duly notified;

8.1.2. User actions or omissions, including improper service configuration or violation of the Platform Terms of Use;

8.1.3. DDoS attacks, hacking attacks, or other malicious third-party actions directed at the User's resources;

8.1.4. Force majeure: natural disasters, military actions, global internet infrastructure failures, and other events beyond the Company's control;

8.1.5. Failures of telecommunications networks, power supply, and other infrastructure components outside the Company's responsibility;

8.1.6. The User exceeding resource limits set by their plan;

8.1.7. Temporary account suspension due to non-payment or violation of the Terms of Use.

9. Monitoring and Reporting

9.1. The Company provides public real-time infrastructure monitoring. The current status of all services is available at: https://status.flyxe.cloud

9.2. On the status page, Users can view:

9.2.1. Current status of all Platform infrastructure components;

9.2.2. Incident and scheduled maintenance history;

9.2.3. Notifications about current and upcoming events affecting service availability.

10. SLA Amendments

10.1. The Company may amend this SLA with at least 30 (thirty) calendar days' notice to Users prior to the changes taking effect, by publishing an updated version on flyxe.cloud.

10.2. Continued use of the Platform services after the changes take effect constitutes the User's acceptance of the updated SLA terms.

11. Final Provisions

11.1. This SLA is governed by the laws of the Kingdom of the Netherlands. Any disputes relating to this Agreement shall be resolved in accordance with the procedure established by the Platform Terms of Use.

11.2. The current version of this SLA is available at: https://flyxe.cloud/legal/sla.

11.3. For all matters related to this SLA, the User may contact:

11.3.1. Email: hi@flyxe.cloud

11.3.2. Telegram: via the Platform's technical support channels

Contact Information

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