Service Level Agreement

Sahara Compute LLC offers the following Service Level Agreement (SLA) to our clients. This outlines the service you (the Client) will receive upon receipt of your purchase.

Uptime

Sahara Compute LLC guarantees 99.9% uptime across:

- Network
- Machine Availability
- Power

If Clients require stricter uptime requirements, the Client should contact the Sahara Compute LLC support team with the details below.

Product Enablement

Sahara Compute LLC aims to achieve near-instant delivery for all virtualized products. Upon successful completion our systems should automatically deploy your service. In the event it does not, the client is expected to contact our support team via support ticket. We promise to have your service created within 48 hours of notification. Physical deployments such as but not limited to colocation, bare metal and networking interconnects have a week-long deployment period unless stated otherwise on the product order.

Support

Sahara Compute LLC will respond to all support inquiries within 2 business days. Clients who do not receive any response within 2 business days are entitled to 2 days of service credit. This does not 'stack', you will not receive 3 days of service credit if Sahara Compute LLC does not respond within 3 business days. If Sahara Compute LLC isn't able to immediately help the Client, Sahara Compute LLC will leave a work in progress status report for the Client's issue / inquiry.

Proactive Monitoring

Sahara Compute LLC monitors services via the following methods:
- Human Intervention and Monitoring
- Tools such as HetrixTools to monitor uptime
- Emergency Notifications of Core Networking Equipment Outages

Network Availability

The Client should understand that network pipe speeds are assumed to be shared and undedicated. Transit is usually obtained via upstream rack providers who presumably have access to AS174's network, among others. DDoS Protection is presumably powered by AS199414 over a network tunnel with default fallback to AS174 direct transit. Sahara Compute LLC is not at fault in the event of a tunnel failure however has backup redundancy in-place in the event of a tunnel failure to remain with standard IP Transit.

Colocation

As of writing, Sahara Compute LLC does not officially offer Datacenter Colocation. For clients who get selective offers for Datacenter Colocation, Sahara Compute LLC offers:

- 99.999% Network Availability, excluding DDoS Protection
- 99.9% Packet Delivery
- 99.999% Power Availability
- Proactive Monitoring and outage notification

Bare Metal / Dedicated Server Hosting

As of writing, Sahara Compute LLC does not officially offer Bare Metal / Dedicated Server Hosting. For Clients who get selective offers for Bare Metal / Dedicated Server Hosting, Sahara Compute LLC offers:

- 99.999% Network Availability, excluding DDoS Protection
- 100% Physical Hardware Availability
- 99.99% Hardware Uptime

SLA Compensation

For every hour of downtime below the SLA Minimum, the Client will receive credit equivalent to 1 day worth of their service. SLA Minimums reset every 1st of the month. Clients must contact Sahara Compute LLC within 48 hours of the outage to receive SLA Credits. SLA Credits must not exceed 50% of the Client's Recurring Monthly Fee for the month in which the outage occurred. Accounts must not have past due invoices at the time of SLA Credit request.

SLA Exceptions

Sahara Compute LLC will not be held liable for outages if its:

- Force Majure: Any unforeseen or unpreventable catastrophes are not covered by this SLA, this includes:
    - Acts of God (Weather, wildlife-caused outages, accidental cable-cuts.)
    - Acts from Governments
- Planned Maintenance: Sahara Compute must give all clients a minimum of 5 days (120 Hours) of notice before any maintenance can occur. If Sahara Compute LLC does not do this, Clients are entitled to SLA credits. 2
- Software Issues: Software is not within the scope of our service. If issues occur on layer 7, Sahara Compute LLC is not liable, but will do its best to assist and correct issues if they are found to be caused by Sahara Compute LLC and NOT Client misuse.
- Exceeded Resource: If it is found that a Client has an outage due to surpassing their allotted resources, Sahara Compute LLC is not liable.
- Client-Caused interruptions: If it is found that a Client caused it's own outage, Sahara Compute LLC is not required to give the Client SLA Credits.

Contact

Clients and Prospective Clients can contact Sahara Compute LLC below:

support@saharacompute.com