

Service Level Agreement

Availability, measurement and handling of downtime.

Key points for reference

- 99.9% monthly availability for covered hosting.
- Assessment considers cause, duration and evidence.
- Progressive credits without waiving statutory rights.

Reference summary. The complete clauses below prevail.

1. Covered service and commitment

Zovvi commits to 99.9% availability of purchased website-hosting infrastructure during eligible time in each calendar month. Measurement is per affected service from activation to closure. Covered downtime prevents normal access because of a failure attributable to infrastructure or operations under Zovvi responsibility.

This does not guarantee every application speed, sales, Google rankings or the absolute absence of incidents. Domains, Workspace, VPN, certificates and external products have separately identified commitments; their events are not automatically hosting outages or exclusions of responsibility for that product.

2. Formula and period

Monthly availability: $D = 100 \times (M - I) \div M$. M is eligible minutes and I is covered downtime minutes. Overlapping intervals for the same service count once. Calendar-month boundaries use Brasília time, with consistent recording of times and fractions.

For a full 30-day month, 99.9% corresponds to about 43 minutes and 12 seconds of covered downtime. This is a mathematical illustration, not permission for interruptions. Mid-month activation is assessed over the purchased period.

3. Evidence and discrepancies

Assessment compares monitoring, connectivity, technical events and customer reports. One visitor connection failure does not establish a general outage; external monitoring must not be dismissed without review. Identify the domain, service, time, error, observed duration and non-sensitive tests.

Zovvi explains the accepted interval, cause and exclusions. Lack of a customer notice does not

automatically exclude a known failure. The ticket tracks investigation and permits a supported review request.

4. Maintenance and justified exclusions

Only intervals demonstrably caused by customer action, unmanaged configuration, valid suspension, external connectivity without a covered fault, or an unavoidable event genuinely beyond reasonable control may be excluded. Causation must be established; mentioning an attack or supplier does not exclude Zovvi own failure.

Planned disruptive maintenance needs reasonable advance notice of its window and impact. Only necessary, notified time may be excluded; operational overruns count. Urgent security work requires recorded reasons, duration and notice when feasible. Exclusions cannot hollow out the availability commitment.

5. Credit tiers and calculation

Below the target, credit against the affected service monthly equivalent is 10% for availability from 99% to below 99.9%; 25% from 95% to below 99%; 50% from 90% to below 95%; and 100% below 90%. At least 99.9% does not generate contractual SLA credit.

The monthly equivalent divides the discounted amount actually paid by the billing-cycle months, excluding unaffected products. Credits for the same service and month cannot exceed 100%, without double counting overlapping events. This cap concerns the SLA benefit, not mandatory legal remedies.

Monthly availability	Credit
99% <= D < 99.9%	10%
95% <= D < 99%	25%
90% <= D < 95%	50%
D < 90%	100%

6. Requesting and applying credit

Request assessment through authenticated support within 30 days after the affected month ends, identifying service and incidents. This window organizes the benefit without shortening legal complaint periods. The response includes calculation, outcome, reasons and review options.

Approved credit is identified in the account and applied to a future service invoice. If service ends without an invoice to apply it to, treatment must be resolved with the customer while preserving refunds due. No complaint waiver, imposed confidentiality or general settlement is required.

7. Continuity and preserved rights

The SLA does not replace backups, application monitoring, redundancy or continuity planning. Specific recovery or tolerable data-loss objectives require an expressly agreed scope. Credits neither reconstruct data nor measure every loss.

The agreement follows the order and applicable version. Coverage or target changes do not retrospectively reduce the purchased period. SLA credits do not remove statutory liability for defects or mandatory customer rights.

