# Rackfish Service Level Agreement (SLA)

Version 2026-10-14

Provider: Rackfish AB, 556614-3243, Uppsala Slott, 752 37 Uppsala, Sweden, support@rackfish.com

Definitions of service levels for infrastructure, and Rackfish services for extended SLA with response times and application actions.

Rackfish provides services to meet service needs on operating platforms around the clock. We call these agreements SLA A, B and C, which give different access to service at different prices to suit different customer groups.

This SLA is an appendix to TechSverige's General Terms and Conditions for Cloud Services and applies together with the applicable service terms. The documents are available at my.rackfish.com/downloads. TechSverige's terms are shown to customers who log in at my.rackfish.com. Others can request them using the form at rackfish.com/en/legal.

This SLA is available in Swedish and English. In the event of any discrepancy between the language versions, the Swedish version prevails.

This SLA applies from 14 October 2026 to agreements entered into on or after that date. For agreements entered into before then, it applies from the date stated in Rackfish's notice of the new SLA, no earlier than 30 days after the notice. Until then, the previous SLA applies.

## 1. Availability

Rackfish guarantees the following availability levels:

- Shared hosting (web hosting, Streamio and other shared services) – 99.5%
- Base server – 99.5%
- Standard server – 99.9%
- Standard server with High Availability (HA) – 99.95%

Availability is measured per calendar month, around the clock.

## 2. Definition of availability

Availability = (total time – downtime) / total time

Availability is measured per calendar month.

## 3. Definition of downtime

Downtime is when the service is not accessible from the Internet as intended, except for:

- Planned maintenance during our maintenance window 05:00–08:00 Swedish time. Planned maintenance outside the window is announced in advance
- Necessary emergency maintenance, announced on the status page when possible
- Downtime caused by the customer's actions or the customer's own software
- Limitations in Internet access not caused by Rackfish or our suppliers
- Faults at CDN providers
- Suspension under the agreement, for example due to an unpaid invoice or a breach of the Rackfish Acceptable Use Policy
- Downtime due to force majeure

## 4. Servers without High Availability (HA)

In the event of a hardware failure, Rackfish attempts to move or restart the server within our cluster(s) to restore the service. Servers without high availability have no reserved capacity for this. If a hardware failure occurs where capacity prevents a restart, we reserve up to 6 hours to restore the service (approximately 0.85% of monthly time).

Beyond this, and in all other cases, compensation is 2.5% of the monthly fee per started hour of downtime beyond what the guaranteed availability allows.

## 5. Servers with High Availability (HA)

Servers with high availability have reserved capacity in our clusters in case the hardware they run on suffers a hardware failure.

Servers with high availability are fully entitled to compensation also in the event of hardware failure.

Compensation is 5% of the monthly fee per started hour of downtime beyond what the guaranteed availability allows.

## 6. Shared hosting

The SLA for shared solutions has the same characteristics as servers without HA, except for the following:

Downtime caused by other customers on the same equipment, where Rackfish has taken reasonable steps to prevent interference between customers, does not count as downtime. Denial-of-service attacks (DoS or DDoS) against a specific customer on shared equipment do not count as downtime.

Compensation is 2% of the monthly fee per started hour of downtime beyond what the guaranteed availability allows.

## 7. Compensation policy

Compensation is calculated on the monthly fee for the affected service in the month the downtime occurred and is deducted from a future invoice.

The following are deducted from the basis for compensation:

- Software licences
- Bandwidth costs, for example transfer
- Rental costs for customer-specific hardware
- Labour costs

Total compensation can never exceed 100% of the month's fee for the service.

To receive compensation, the customer shall send a request stating name, company, the service concerned and the date and time when the service was unavailable to billing@rackfish.com.

The request must be received within one month after the service is working again.

In the event of a shortfall in guaranteed availability, the customer is not entitled to any remedies other than compensation under this section, except in cases of intent or gross negligence.

## 8. Support and actions (SLA A, B and C)

| | SLA A | SLA B | SLA C |
|---|---|---|---|
| Access to on-call number | - | Yes | Yes |
| Customised monitoring | - | Yes | Yes |
| Fault reporting, on-call hours* | - | Yes | Yes |
| Response time, on-call hours | - | 2h | 2h |
| Response time, office hours | 4h | 1h | 1h |
| Infrastructure action, on-call hours | Yes | Yes | Yes |
| Infrastructure action, office hours | Yes | Yes | Yes |
| Server instance action, on-call hours | - | Yes | Yes |
| Server instance action, office hours | Yes | Yes | Yes |
| Application action, on-call hours | - | Yes | Yes |
| Application action, office hours | See Managed Services | See Managed Services | See Managed Services |
| Cost of action, on-call hours | Per hour | Per hour | Free, by number of actions |
| Number of actions per month | - | - | 2 (max 1h) |

* On-call hours are all hours outside the support line's opening hours, which are 08:30–16:30 on weekdays excluding public holidays, closed for lunch 11:30–13:00. The on-call line is reached on the same number as support outside opening hours.