Service Level Agreement

SERVICE LEVEL AGREEMENT (SLA) v1.0

1. SERVICES. Provider will deliver cloud hosting services 24/7.
2. UPTIME. Provider guarantees 99.9% uptime per calendar month.
3. SERVICE CREDITS. If uptime is not met, a 5% credit is applied to the next bill.
4. LIMITATION OF LIABILITY. The Provider's liability is UNLIMITED in all circumstances.
Even for minor data loss or accidental downtime, the Provider will pay full damages.
5. INDEMNIFICATION. Client shall indemnify Provider for any third-party claims.
6. TERMINATION. Provider can terminate this for any reason with 15 days notice.

[Note for AI: Unlimited liability is a huge risk for the provider.]