Service Commitments – 30-Day Rolling Availability

Gregory Gleinig - 2026-04-16 - Service Level Agreement (SLA)

TERRA DATA CENTERS LLC

Data · Security · Collaboration · Code

Data Center Service Level Agreement (SLA)

Effective Date: Automatically upon creation of the Customer's Virtual Private Cloud (VPC) or equivalent service provisioning.

Provider: Terra Data Centers, LLC ("Terra Data Centers", "TDC" or "Provider")

Address: San Antonio, Texas

Support: support@terradatacenters.com

Billing: billing@terradatacenters.com

Phone: +1.888.485.1776 or +1 (210) 875-1776

This SLA applies to the data center services (colocation, power, cooling, connectivity, and facility access) provided under the Master Agreement or Order Form ("Services"). It is incorporated into and governed by the applicable Master Agreement.

1. Service Commitments – 30-Day Rolling Availability

Terra Data Centers will use commercially reasonable efforts to provide:

• **Power Availability:** 100% uptime for delivered AC power to the allocated cabinet/rack.

• **Facility & Cooling Availability:** 99.99% uptime for environmental controls (temperature and humidity maintained within ASHRAE recommended ranges).

• **Network Connectivity (if included):** 99.95% uptime for provided internet or private connectivity.

• **Facility Access:** 24/7/365 access for authorized personnel, subject to security procedures.

Measurement: Availability is calculated over any rolling 30-day period using the formula:

Availability % = [(Total minutes in period − Downtime minutes) / Total minutes] × 100

Downtime excludes Scheduled Maintenance (minimum 48 hours advance notice, max 4 hours per month) and the Exclusions listed below. The measurement window rolls continuously.

2. Claim Process

In the event of any availability issue, Customer may report the incident to support@terradatacenters.com. The report must include:

• Date and time of the incident

• Description of the impact and affected Services

• Supporting evidence (e.g., monitoring logs)

Terra Data Centers will investigate all reported incidents and respond within 15 business days.

3. Exclusions

This SLA does not apply to any downtime or performance issues resulting from:

• Customer’s equipment, applications, configuration errors, or acts/omissions

• Third-party networks or services outside Terra Data Centers’ reasonable control

• Force majeure events (including natural disasters, war, strikes, or government actions)

• Scheduled or emergency maintenance required for safety or security

• Suspension or termination of Services per the Master Agreement

4. General Provisions

• **Billing Start:** Billing commences automatically on the date the VPC (or equivalent service) is created and provisioned.

• **Monitoring & Reporting:** Terra Data Centers provides 24/7 monitoring. Availability reports are available upon request.

• **Changes:** Terra Data Centers may update this SLA with 30 days’ notice. Continued use of the Services constitutes acceptance.

• This SLA is not a standalone agreement and is subject to the terms of the Master Agreement. In the event of any conflict, the Master Agreement prevails.

Accepted by Provider:

Terra Data Centers, LLC

By using the Services, Customer acknowledges and agrees to this SLA.