SERVICE LEVEL AGREEMENT

Last updated: 2026/09/22

Rage4 Authoritative DNS

This Service Level Agreement clearly outlines the guaranteed availability of Rage4 Networks Polska's Authoritative DNS servers, aiming to foster trust and transparency with our clients. The Agreement does not cover services provided during the trial period; service plans that do not have Service Level Agreements; user accounts with overdue invoices and/or a negative payment history.

Rage4 Networks Polska guarantees the following:

Rage4 Networks Polska is committed to transparency by guaranteeing the availability of its Authoritative DNS servers to users at 99.99% per month. This means that Authoritative DNS servers of Rage4 Networks Polska can only be unavailable simultaneously for no longer than 4 minutes 23 seconds each calendar month;

Response round-trip time of its Authoritative DNS servers to users: 95% of the time below 300ms. This means that Authoritative DNS servers of Rage4 Networks Polska will serve a response to users below 300 milliseconds in 95% of cases each calendar month;

Authoritative DNS servers are software/hardware network systems from Rage4 Networks Polska that are responsible for authoritative responses to standards-compliant DNS requests sent to properly delegated users' domain names within active service plans.

For this Agreement, DNS service unavailability refers to the simultaneous unavailability of all Rage4 Networks Polska's Authoritative DNS servers. Issues caused by user errors, intentional damage, technical problems on the user's side, or acts of God are excluded from this measurement.

Rage4 AnycastIP

This Service Level Agreement defines the guaranteed availability of Rage4 Networks Polska's AnycastIP service. The Agreement does not cover services provided during the trial period; service plans that do not have Service Level Agreements; user accounts with overdue invoices and/or a negative payment history.

Rage4 Networks Polska guarantees the following:

Availability of its AnycastIP service to users: 99.99% per month. This means that the AnycastIP service of Rage4 Networks Polska can only be unavailable simultaneously for no longer than 4 minutes 23 seconds each calendar month.

For the present Agreement, unavailability of the AnycastIP service means simultaneous unavailability of all Rage4 Networks Polska's AnycastIP servers. Lack of access to the AnycastIP service as a result of a user's incorrect actions, intentional damage inflicted by a user to elements of the service, technical problems on the user's side, and acts of God, such as emergencies or natural disasters, are not taken into consideration when determining the availability of a service.

Claims

All claims are accepted by email at support@gbshouse.com within 120 hours from the detection of service unavailability. Rage4 Networks Polska will carefully review each claim to determine if it constitutes a breach of this Agreement, ensuring clients feel their concerns are taken seriously.

If a particular incident is admitted to be a violation of the availability guarantee, Rage4 Networks Polska shall offer non-material reimbursement by extending the current service plan by one month for each incident, but not more than three reimbursements in the current calendar month. Rage4 Networks Polska shall not offer money or any other sort of material reimbursement for violations of the service availability guarantee or any other incidents for which Rage4 Networks Polska is responsible.

Contact Us

If you have any questions about these Terms, please contact us.

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