



Witness Service Level Agreement

Issue 1, February 2017

SECTION 0 Terminology

Privex, Privex Inc., us, we, our - refer to the company offering the servers to the client
Client, Customer, Buyer, You - refer to the person or other entity purchasing servers from our company

Server, Services - refer to the physical server rented to the Client, or a virtual server

STEEM, STM, Steemit, Steem - refer to the STEEM blockchain network on which a witness operates

GOLOS, GLS - refer to the STEEM blockchain network on which a witness operates

BTC, Bitcoin, bitcoin - refer to the cryptocurrency Bitcoin, either as a whole, or as a currency.

Witness - refers to a special type of server operating on the STEEM blockchain

Agreement, Text, SLA - will generally refer to this set of agreements of which is being read

SECTION 1 Introduction

a) The Witness SLA is a special reliability agreement from Privex Inc. for witnesses on the STEEM or GOLOS blockchain.

b) This agreement is between the customer and Privex Inc. of Belize City, and entitles the customer to compensation in the event that our network/hardware causes interruption to their witness activities.

c) This agreement must be negotiated and approved beforehand by an authorised employee of Privex Inc. with the customer. This agreement is not valid unless it was agreed upon before setting up the server, or after setting up the server with a re-negotiation with an employee of Privex Inc.

SECTION 2 Client Liability

a) The client is responsible for the operation of their physical or virtual server, unless a separate management agreement has been engaged.

a2) The client is responsible for the configuration and operation of their Witness Server and/or price feed, unless a separate management agreement has been engaged. In cases where the missed blocks were due to mis-configuration of the witness server, or a fault within the witness software, the missed blocks **will NOT be covered under the SLA.**

b) The client is responsible for keeping their IP address hidden. While we include DDOS protection on most servers, STEEM is an experimental piece of software which may be affected by minor network spikes.

c) The client is responsible for running **stable** versions of the witness software. A stable version is one which was officially released (proper version tag) at least 14 days ago, and is known to operate correctly on the given hardware/software configuration. Witness server software which is **known to have issues with missing blocks** will NOT be covered under this SLA.

c2) We understand that hard forks are not optional, however due to their unstable nature, they will still be held under Section 2C, and thus missed blocks during the first 14 days of the Hard Fork being released, will NOT be covered under this SLA.

SECTION 3 Service Fitting

a) Our services do not fit every client perfectly. We may offer a different service to you in order to fit your needs.

b) In the event that your witness surpasses a certain rank, we may require you to upgrade your service for us to continue this SLA.

b2) EXAMPLE: a low end virtual or physical server may support you fine at rank 40, however it may causes issues as you approach rank 20, and we would require you to upgrade for us to continue our missed block SLA.

c) You are responsible of informing us of any major changes in your witness ranking, so that we may correctly handle Section 3B of the agreement.

SECTION 4 Our Liability

a) Privex Inc. is a registered company in Belize City, Belize - as of such, we are required to comply with certain laws in Belize of which pertain to us.

a2) Our servers may be located in different jurisdictions, and as of such we may be required to comply with their local laws for us to maintain a business relationship with the server provider.

b) Privex Inc. will re-imburse the client for any missed blocks caused by the server hardware, or the network of which the server is operating on.

c) Privex Inc. will attempt to repair, or replace the server in the event of a fault, as soon as possible. The customer agrees that this may take an unknown amount of time, depending on our technical staff availability, and the availability of datacenter staff where the server is located.

c2) In the event that the fault was created by the client, or unrelated to our hardware and network - the client may be required to pay an agreed amount to Privex Inc. for the repair of the service. If this payment amount cannot be agreed upon, this agreement may be nullified.

SECTION 5 Re-imburement Procedure

a) This SLA covers missed blocks within a month. At the end of the month, the client's bill will be reduced by a certain amount, depending on the amount of missed blocks, and the monetary value of which each missed block was valued at during the time of agreement.

b) In the event that the re-imburement amount surpasses the cost of the services, the client may carry over the re-imburement to the following month, or may choose to receive the remainder of the re-imburement via a payment method which Privex Inc. is able to provide.

SECTION 6 Termination

- a) In the event your server is terminated due to non-payment, this SLA will be voided.
- b) In the event that your server is terminated due to abuse, such as high network usage, illegal activity, or in the case of virtual servers, extreme disk, cpu, or other resource abuse, this SLA will be voided.
- b1) In the event that our upstream server provider disconnects your server, we will take this as evidence of abuse, and this agreement will be voided.
- c) In the event of a breach of SECTION 2 or 3, this agreement may be terminated, or re-negotiated after issues are resolved.
- d) In the event the SLA is updated by Privex Inc., the existing agreement may be rendered void, and the client may be required to agree to an updated SLA. In this event, Privex will do it's best to notify the customers of the older agreement.
- e) In cases of exceptional circumstances, Privex Inc. may be required to terminate this agreement without due notice.