

Service Level Agreement.

Last updated May 19th, 2020

At SOAX we doing our best to deliver our Customers the consistent and sustainable Service. However there are some restriction imposed on our infrastructure and WE (SOAX Ltd.) highly recommend to YOU (The Customer) to read this SLA carefully for this document will provide You with framework of our cooperation in technical issues as well as it will have an impact on Your use of the Service, communication with our Customer Care team and your options under Dispute Resolution, Refund and Cancelation Policy.

The Service provided to the Customer.

The Soax provides the Service of access to the System and supplementary facilities. The Soax hereby guarantee general Service availability subject to the Uptime Limitations.

The Service.

The Soax providers You with - Access to Soax web-site, access to The Customer Dashboard upon successful passing of registration process, Customer Support service available to You through Your Dashboard, access to System by means of Customer Software subject to limitation defined by the SOAX and subject to limits of the Bundle purchased by You.

The System.

The System provides You with access to SOAX infrastructure limited by GEO, connection types and available ports. You can find exact limitations in Your Dashboard.

The Bundle.

The Customer is provided with possibility to set and define the exact parameters of access of Customer's Software to the System by configuring access options with Bundle Parameters in the Dashboard.

Uptime Limitations.

Service uptime.

The SOAX shall insure Service availability for 99% of 24/7/365, except for the Planned Technical Maintenance subject to preliminary notification to the Customer by pop-up message at the Web-site.

System uptime.

The SOAX shall insure System availability for 99% of 24/7/365, except for the Planned Technical Maintenance subject to preliminary notification to the Customer by pop-up message at the Web-site.

Support availability.

The Soax provide free access to Customer Support on System related queries. You can reach Soax Customer Support via internal Intercom chat available through your Customer Account, create a ticket in your Dashboard or address your question through customer service email: support@soax.com.

The Soax does not guarantee immediate Customer Support response, but we'll make our best effort to dedicate time to your inquiry as fast as possible.

Connection Speed.

Internet connection quality and speed are limited to Third Party Internet Service Providers capacities and are out of the scope of SOAX control. The SOAX hereby do not guarantee any quality measurements for Internet connection to The System whereas established by the Customer or Customer Software and/or connection speed to Customers Software destination point within the internet.

Technical Support.

The SOAX do not provide any Technical support in regards of Customer Software use and/or interaction with the System or Services.

Traffic.

The Hourly Traffic Limits of the Bundle is limited. If the Hourly Traffic Amount will be reached - the Customer Bundle will be blocked by the System automatically. Limits depend on the bundle configuration, please check it before buying the Bundle.

The Daily Traffic Limits of the Bundle is limited. If the Hourly Traffic Amount will be reached - the Customer Bundle will be blocked by the System automatically. Limits depend on the bundle configuration, please check it before buying the Bundle

Traffic targeting.

The in-Bundle customization of traffic targeting is subject to Customers sole discretion and liability. The SOAX DOES guarantee IP availability at Country level. Any additional customisation options - including but not limited to more narrow targeting - are at sole responsibility of The Customer and SOAX hereby DO NOT guarantee unique IP availability for targeting below Country level.

The SOAX uses own GeoIP location database and does not guarantee correct work of Third Party GeoIP location databases in discovering the IP location and connection type.

Ports available.

The System provides the Customer only with restricted amount of Ports available:

80 Hypertext Transfer Protocol (HTTP) used in the World Wide Web
443 HTTP Secure (HTTPS) HTTP over TLS/SSL

Open connections per port.

The amount of Open Connections Per Port is limited. If the Amount of Connections Per Port performed by Clients Software will be reached - the Customer Bundle will be blocked by the System automatically. Limits depend on the Bundle configuration, please check it before purchasing the Bundle. You can find Connection Per Port Limits during bundle configuration in "Show Limits" section in Your Dashboard.

Third Party web-resources availability.

The Soax hereby exclude any guarantee of third-party services availability by the Customer Software through the System.