novogara™

Our uptime commitment

We guarantee **99.99% network uptime**, and when something does go wrong we fix it rather than hand you a credit note. This page says exactly what that means, so there are no surprises either way.

What we commit to

We guarantee 99.99% availability of our network, measured per calendar month across our own infrastructure. That is the layer we answer for: our routing, our carriers, the switching in our own racks and the connection to your machine. We are a dedicated server provider, not a datacenter operator — the buildings are run by others, chosen for their redundant power and cooling, and we monitor what they deliver.

We monitor all of it around the clock. In most cases we are already working on a problem before a customer notices anything, and the engineer who sees the alert is the one who fixes it — there is no queue and no third party in between.

If something does go wrong, we will always do our utmost to have it resolved as fast as possible, and we will tell you what happened — you hear it from us rather than having to ask.

Most maintenance never reaches you. The network is built in redundant pairs, so links, routers and power paths can be worked on while your traffic takes the other side, and capacity is added before it runs out rather than after. A window that genuinely requires taking something offline is rare, and we announce it in advance.

What it does not cover

- Maintenance we announce in advance.
- Your own operating system, software and configuration. Our servers are unmanaged: we deliver the machine and the network under it, not the software on top.
- Hardware you colocate with us, beyond the power and connectivity we provide for it.
- Suspension of service following a violation of our acceptable use rules, which are listed in our FAQ.
- Circumstances outside our control, including attacks beyond the capacity of our filtering and failures at parties we do not operate.

Refunds and credits

We do not operate a system of automatic service credits, and downtime does not lead to a refund of a delivered service. We would rather spend that effort on keeping the network up than on administering compensation.

Refunds apply to services we have **not** delivered: as long as a server has not been handed over, you always have the right to a refund. Once it is delivered, we do not refund it, unless we did not deliver what you ordered.

If you are not happy

Mail support@novogara.com. You reach the engineers who run the network, not a first line working from a script. If we got something wrong we will say so, and we will tell you what we changed to stop it happening again.

This page describes our service commitment. The full contractual terms are in our terms and conditions.

Novogara BV · Kingsfordweg 151, 1043GR Amsterdam, The Netherlands · Chamber of Commerce 67854060 · VAT NL857199857B01 · support@novogara.com
This document is published at https://www.novogara.com/sla and that version prevails.