

Service Level Agreements

Compute

[GPU-enabled Virtual Machine SLA](#)

Storage

[Persistent Disks SLA](#)

[Shared Disks SLA](#)

Managed Services

[Container Registry SLA](#)

Orchestration

Managed Kubernetes SLA

GPU-enabled Virtual Machine SLA

During the Term of the agreement under which Crusoe has agreed to provide Crusoe Cloud Platform to Customer (as applicable, the “**Agreement**”), the Covered Service will provide a Monthly Uptime Percentage to Customer as follows (the “**Service Level Objective**” or “**SLO**”):

Covered Service	Uptime Percentage
A single GPU-enabled virtual machine	≥ 99.5%

If Crusoe does not meet the SLO, and if Customer meets its obligations under this SLA, Customer will be eligible to receive the Financial Credits described below. Monthly Uptime Percentage and Financial Credit are determined on a calendar month basis per GPU-enabled virtual machine. This SLA states Customer's sole and exclusive remedy for any failure by Crusoe to meet the SLO. Capitalized terms used in this SLA, but not defined in this SLA, have the meaning set forth in the Agreement.

Definitions

The following definitions apply to the SLA:

- **Covered Service** means a single GPU-enabled virtual machine.
- **Downtime** means unavailability of the Covered Service (e.g., due to loss of internal or external network connectivity or hardware failure), excluding unavailability due to: (i) maintenance requested by Customer, and (ii) planned or unplanned Maintenance undertaken by Crusoe in accordance with the [Technical Support Services Guidelines](#).
- **Downtime Period** means one or more consecutive minutes of Downtime. Partial minutes or non-consecutive Downtime for a period of less than one minute will not count towards any Downtime Periods. With respect to a hardware failure, Downtime Period is measured from the time of failure to the time a new machine is made available to provide the Covered Service to Customer.
- **Financial Credit** means the following:

Monthly Uptime Percentage	Percentage of monthly bill for a Covered Service that failed to meet the SLO that will be credited to Customer's future monthly bills
$95.00\% \leq x < 99.50\%$	10%
$90.00\% \leq x < 95.00\%$	25%
$x < 90.00\%$	100%

- **Monthly Uptime Percentage** means total number of minutes in a month, minus the number of minutes of Downtime that occurred during all Downtime Periods in a month, divided by the total number of minutes in a month.

Customer Must Request

In order to receive any of the Financial Credits described above, Customer must notify Crusoe within 30 days from the time Customer becomes eligible to receive a Financial Credit. Customer must also provide Crusoe with log files or monitoring data showing loss of connectivity and the date and time those errors occurred. If Customer does not comply with these requirements, Customer will forfeit its right to receive a Financial Credit.

Maximum Financial Credit

The aggregate maximum number of Financial Credits to be issued by Crusoe to Customer for any and all Downtime Periods that occur in a single billing month will not exceed the amount due by Customer for the respective Covered Services that did not meet the SLO for the applicable month. Financial Credits will be made in the form of a monetary credit applied to future use of the Service and will be applied within 60 days after the Financial Credit was requested.

SLA Exclusions

The SLA does not apply to any: (a) features designated pre-general availability (unless otherwise set forth in the associated Documentation), (b) features excluded from the SLA (in the associated Documentation), or (c) errors: (i) caused by factors outside of Crusoe's reasonable control; (ii) that resulted from Customer's software or hardware or third-party software or hardware, or both; (iii) that resulted from abuses or other behaviors that violate the Agreement; or (iv) that resulted from quotas applied by the system or listed in the Admin Console.

Persistent Disks SLA

During the Term of the agreement under which Crusoe has agreed to provide Crusoe Cloud Platform to Customer (as applicable, the “**Agreement**”), the Covered Service will provide a Monthly Uptime Percentage to Customer as follows (the “**Service Level Objective**” or “**SLO**”):

Covered Service	Uptime Percentage
A single Persistent Disks volume	≥ 99.5%

If Crusoe does not meet the SLO, and if Customer meets its obligations under this SLA, Customer will be eligible to receive the Financial Credits described below. Monthly Uptime Percentage and Financial Credit are determined on a calendar month basis per Covered Service. This SLA states Customer's sole and exclusive remedy for any failure by Crusoe to meet the SLO. Capitalized terms used in this SLA, but not defined in this SLA, have the meaning set forth in the Agreement.

Definitions

The following definitions apply to the SLA:

- **Covered Service** means a single Persistent Disks volume.
- **Downtime** means Unavailability of the Covered Service.
- **Downtime Period** means one or more consecutive minutes of Downtime. Partial minutes or non-consecutive Downtime for a period of less than one minute will not count towards any Downtime Periods.
- **Financial Credit** means the following:

Monthly Uptime Percentage	Percentage of monthly bill for a Covered Service that failed to meet the SLO that will be credited to Customer's future monthly bills
$95.00\% \leq x < 99.50\%$	10%
$90.00\% \leq x < 95.00\%$	25%
$x < 90.00\%$	100%

- **Monthly Uptime Percentage** means total number of minutes in a month, minus the number of minutes of Downtime that occurred during all Downtime Periods in a month, divided by the total number of minutes in a month.
- **Unavailability** means the Covered Service performs zero read write IO, with pending IO in the queue.

Customer Must Request

In order to receive any of the Financial Credits described above, Customer must notify Crusoe within 30 days from the time Customer becomes eligible to receive a Financial Credit. Customer must also provide Crusoe with log files or monitoring data showing loss of connectivity and the date and time those errors occurred. If Customer does not comply with these requirements, Customer will forfeit its right to receive a Financial Credit.

Maximum Financial Credit

The aggregate maximum number of Financial Credits to be issued by Crusoe to Customer for any and all Downtime Periods that occur in a single billing month will not exceed the amount due by Customer for the respective Covered Services that did not meet the SLO for the applicable month. Financial Credits will be made in the form of a monetary credit applied to future use of the Service and will be applied within 60 days after the Financial Credit was requested.

SLA Exclusions

The SLA does not apply to any: (a) features designated pre-general availability (unless otherwise set forth in the associated Documentation), (b) features excluded from the SLA (in the associated Documentation), or (c) errors: (i) caused by factors outside of Crusoe's reasonable control; (ii) that resulted from Customer's software or hardware or third-party software or hardware, or both; (iii) that resulted from any actions or inactions of Customer, including failure to acknowledge or respond to resource health concerns; (iv) that resulted from abuses or other behaviors that violate the Agreement; or (v) that resulted from quotas applied by the system or listed in the Admin Console.

Shared Disks SLA

During the Term of the agreement under which Crusoe has agreed to provide Crusoe Cloud Platform to Customer (as applicable, the “**Agreement**”), the Covered Service will provide a Monthly Uptime Percentage to Customer as follows (the “**Service Level Objective**” or “**SLO**”):

Covered Service	Uptime Percentage
A single Shared Disks volume	≥ 99.5%

If Crusoe does not meet the SLO, and if Customer meets its obligations under this SLA, Customer will be eligible to receive the Financial Credits described below. Monthly Uptime Percentage and Financial Credit are determined on a calendar month basis per Covered Service. This SLA states Customer's sole and exclusive remedy for any failure by Crusoe to meet the SLO. Capitalized terms used in this SLA, but not defined in this SLA, have the meaning set forth in the Agreement.

Definitions

The following definitions apply to the SLA:

- **Covered Service** means a single Shared Disks volume.
- **Downtime** means Unavailability of the Covered Service.
- **Downtime Period** means one or more consecutive minutes of Downtime. Partial minutes or non-consecutive Downtime for a period of less than one minute will not count towards any Downtime Periods.
- **Financial Credit** means the following:

Monthly Uptime Percentage	Percentage of monthly bill for a Covered Service that failed to meet the SLO that will be credited to Customer's future monthly bills
$95.00\% \leq x < 99.50\%$	10%
$90.00\% \leq x < 95.00\%$	25%
$x < 90.00\%$	100%

- **Monthly Uptime Percentage** means total number of minutes in a month, minus the number of minutes of Downtime that occurred during all Downtime Periods in a month, divided by the total number of minutes in a month.
- **Operation** means an instruction that allows Customer to access its data in the Covered Service.
- **Server Delay** means a response to an Operation that takes more than 60 seconds to commence execution.

- **Server Error** means an error response to an Operation, identified as a service side fault.
- **Unavailability** means all Operations experience either a Server Delay or Server Error, or a combination of Server Delays and Server Errors.

Customer Must Request

In order to receive any of the Financial Credits described above, Customer must notify Crusoe within 30 days from the time Customer becomes eligible to receive a Financial Credit. Customer must also provide Crusoe with log files or monitoring data showing loss of connectivity and the date and time those errors occurred. If Customer does not comply with these requirements, Customer will forfeit its right to receive a Financial Credit.

Maximum Financial Credit

The aggregate maximum number of Financial Credits to be issued by Crusoe to Customer for any and all Downtime Periods that occur in a single billing month will not exceed the amount due by Customer for the respective Covered Services that did not meet the SLO for the applicable month. Financial Credits will be made in the form of a monetary credit applied to future use of the Service and will be applied within 60 days after the Financial Credit was requested.

SLA Exclusions

The SLA does not apply to any: (a) features designated pre-general availability (unless otherwise set forth in the associated Documentation), (b) features excluded from the SLA (in the associated Documentation), or (c) errors: (i) caused by factors outside of Crusoe's reasonable control; (ii) that resulted from Customer's software or hardware or third-party software or hardware, or both; (iii) that resulted from any actions or inactions of Customer; (iv) that resulted from abuses or other behaviors that violate the Agreement; or (v) that resulted from quotas applied by the system or listed in the Admin Console.

Container Registry SLA

During the Term of the agreement under which Crusoe has agreed to provide Crusoe Cloud Platform to Customer (as applicable, the "Agreement"), the Covered Service will provide a Monthly Uptime Percentage to Customer as follows (the "Service Level Objective" or "SLO"):

Covered Service	Uptime Percentage
A single Crusoe Container Registry repository	≥ 99.9%

If Crusoe does not meet the SLO, and if Customer meets its obligations under this SLA, Customer will be eligible to receive the Financial Credits described below. Monthly Uptime Percentage and Financial Credit are determined on a calendar month basis per Covered Service. This SLA states Customer's sole and exclusive remedy for any failure by Crusoe to meet the SLO. Capitalized terms used in this SLA, but not defined in this SLA, have the meaning set forth in the Agreement.

Definitions

The following definitions apply to the SLA:

- Covered Service means a single Crusoe Container Registry repository.
- Downtime means Unavailability of the Covered Service, excluding Unavailability due to: (i) maintenance requested by Customer, and (ii) planned or unplanned Maintenance undertaken by Crusoe in accordance with the [Technical Support Services Guidelines](#).
- Downtime Period means one or more consecutive minutes of Downtime. Partial minutes or non-consecutive Downtime for a period of less than one minute will not count towards any Downtime Periods.
- Financial Credit means the following:

Monthly Uptime Percentage	Percentage of monthly bill for a Covered Service that failed to meet the SLO that will be credited to Customer's future monthly bills
$99.00\% \leq x < 99.90\%$	10%
$95.00\% \leq x < 99.00\%$	25%
$x < 95.00\%$	100%

- Monthly Uptime Percentage means total number of minutes in a month, minus the number of minutes of Downtime that occurred during all Downtime Periods in a month, divided by the total number of minutes in a month.
- Service Error means a response to a valid request to the Covered Service that returns an HTTP Status 5xx or is identified as a service-side fault.
- Service Delay means a response to a valid request to the Covered Service that takes more than 60 seconds to commence execution or acknowledge the request. This threshold does not apply to the duration of data transfer for image layer pushes or pulls.
- Unavailability means time during which the Covered Service returns a Service Error or experiences a Service Delay for valid requests to the Covered Service.

Customer Must Request

In order to receive any of the Financial Credits described above, Customer must notify Crusoe within 30 days from the time Customer becomes eligible to receive a Financial Credit. Customer must also provide Crusoe with log files or monitoring data showing loss of connectivity and the date and time those errors occurred. If Customer does not comply with these requirements, Customer will forfeit its right to receive a Financial Credit.

Maximum Financial Credit

The aggregate maximum number of Financial Credits to be issued by Crusoe to Customer for any and all Downtime Periods that occur in a single billing month will not exceed the amount due by Customer for the respective Covered Services that did not meet the SLO for the applicable month. Financial Credits will be made in the form of a monetary credit applied to future use of the Service and will be applied within 60 days after the Financial Credit was requested.

SLA Exclusions

The SLA does not apply to any: (a) features designated pre-general availability (unless otherwise set forth in the associated Documentation), (b) features excluded from the SLA (in the associated Documentation), or (c) errors: (i) caused by factors outside of Crusoe's reasonable control; (ii) that resulted from Customer's software or hardware or third-party software or hardware, or both; (iii) that resulted from any actions or inactions of Customer; (iv) that resulted from abuses or other behaviors that violate the Agreement; or (v) that resulted from quotas applied by the system or listed in the Admin Console.

Managed Kubernetes SLA

During the Term of the agreement under which Crusoe has agreed to provide Crusoe Cloud Platform to Customer (as applicable, the "Agreement"), the Covered Service will provide a Monthly Uptime Percentage to Customer as follows (the "Service Level Objective" or "SLO"):

Covered Service	Uptime Percentage
A single Crusoe Managed Kubernetes control plane	≥ 99.9%

If Crusoe does not meet the SLO, and if Customer meets its obligations under this SLA, Customer will be eligible to receive the Financial Credits described below. Monthly Uptime Percentage and Financial Credit are determined on a calendar month basis per Covered Service. This SLA states Customer's sole and exclusive remedy for any failure by Crusoe to meet the SLO. Capitalized terms used in this SLA, but not defined in this SLA, have the meaning set forth in the Agreement.

Definitions

The following definitions apply to the SLA:

- Covered Service means a single Managed Kubernetes cluster control plane.
- Downtime means Unavailability of the Covered Service.
- Downtime Period means one or more consecutive minutes of Downtime. Partial minutes or non-consecutive Downtime for a period of less than one minute will not count towards any Downtime Periods.
- Financial Credit means the following:

Monthly Uptime Percentage	Percentage of monthly bill for a Covered Service that failed to meet the SLO that will be credited to Customer's future monthly bills
$99.00\% \leq x < 99.90\%$	10%
$95.00\% \leq x < 99.00\%$	25%

x < 95.00%	100%
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- Monthly Uptime Percentage means total number of minutes in a month, minus the number of minutes of Downtime that occurred during all Downtime Periods in a month, divided by the total number of minutes in a month.
- Operation means an instruction that allows Customer to interact with the Kubernetes API server of the Covered Service.
- Server Delay means a response to an Operation that takes more than 60 seconds to commence execution.
- Server Error means an error response to an Operation, identified as a service side fault.
- Unavailability means all Operations experience either a Server Delay or Server Error, or a combination of Server Delays and Server Errors.

Customer Must Request

In order to receive any of the Financial Credits described above, Customer must notify Crusoe within 30 days from the time Customer becomes eligible to receive a Financial Credit. Customer must also provide Crusoe with log files or monitoring data showing loss of connectivity and the date and time those errors occurred. If Customer does not comply with these requirements, Customer will forfeit its right to receive a Financial Credit.

Maximum Financial Credit

The aggregate maximum number of Financial Credits to be issued by Crusoe to Customer for any and all Downtime Periods that occur in a single billing month will not exceed the amount due by Customer for the respective Covered Services that did not meet the SLO for the applicable month. Financial Credits will be made in the form of a monetary credit applied to future use of the Service and will be applied within 60 days after the Financial Credit was requested.

SLA Exclusions

The SLA does not apply to any: (a) features designated pre-general availability (unless otherwise set forth in the associated Documentation), (b) features excluded from the SLA (in the associated Documentation), or (c) errors: (i) caused by factors outside of Crusoe's reasonable control; (ii) that resulted from Customer's software or hardware or third-party software or hardware, or both; (iii) that resulted from any actions or inactions of Customer; (iv) that resulted from abuses or other behaviors that violate the Agreement; (v) that resulted from quotas applied by the

system or listed in the Admin Console. Availability of GPU-enabled Virtual Machines associated with a Managed Kubernetes cluster is covered under the [GPU-enabled Virtual Machine SLA](#).

