

Service Level Agreement (SLA)

Load Network S3-Compatible Object Storage Service

Effective Date: 5th August 2025

Service Provider: Molecular Holdings Limited operating as Decent Land Labs

Review Period: Annual

1. Service Description

This SLA covers the S3-compatible object storage service provided by Load Network infrastructure, providing secure, scalable object storage with REST API compatibility.

Service Components:

- S3-compatible API endpoints
 - Object storage and retrieval
 - Bucket management
 - Access control and authentication
 - Data backup and redundancy
 - Arweave storage
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2. Service Level Commitments

2.1 Availability

Monthly Uptime Target: 99.97%

Measurement Period: Calendar month

Exclusions:

- Scheduled maintenance (maximum 4 hours per month with 48 hours notice)
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- Force majeure events
- Third-party service failures beyond our control

2.2 Data Durability

Durability Target: 99.99% annual durability

Backup Frequency: Daily automated backups

Optional Permanent Backups: Guaranteed 200 years retention by Arweave
Backup Retention: 30 days for incremental, 12 months for full backups

3. Incident Response

3.1 Severity Levels

Severity	Definition	Response Time	Resolution Target
Critical	Complete service outage	15 minutes	4 hours
High	Significant performance degradation	30 minutes	8 hours
Medium	Minor performance issues	2 hours	24 hours
Low	Cosmetic or non-urgent issues	4 hours	72 hours

3.2 Communication

Incident Notifications: Via email to designated contacts
Escalation: Automatic escalation if initial response time exceeded

4. Maintenance

4.1 Scheduled Maintenance

Window: [Day of week, time range, timezone]
Frequency: Maximum [once per month]
Notification: Minimum [48 hours] advance notice
Duration: Maximum [4 hours] per maintenance window

4.2 Emergency Maintenance

May be performed without advance notice for critical security or stability issues.
Target Duration: [2 hours] maximum

5. Service Credits and Remedies

5.1 Availability Credits

Monthly Uptime Achievement	Service Credit
< 99.7% but ≥ 99.0%	10% of monthly service fee
< 99.0% but ≥ 95.0%	25% of monthly service fee
< 95.0%	50% of monthly service fee

5.2 Credit Process

Request Period: Within 30 days of incident

Processing Time: Credits processed within 30 days of approval

Application: Applied to next monthly invoice

6. Responsibilities

6.1 Service Provider Responsibilities

- Maintain service infrastructure and software
- Provide 24/7 monitoring and incident response
- Perform regular security updates and patches
- Maintain data backups and disaster recovery procedures
- Provide technical support during business hours according to incident response resolution target timeframes (3.1)

6.2 Client Responsibilities

- Proper API usage within documented limits
- Timely payment of service fees
- Reasonable use of support resources
- Maintaining current contact information
- Following security best practices for access credentials

7. Limitations and Exclusions

Service level commitments do not apply to:

- Beta or experimental features
- Issues caused by client's applications or configurations
- Network connectivity issues outside our infrastructure
- Bare metal infrastructure failures beyond our control

- DDoS attacks or other malicious activities
 - Client-requested service modifications or customizations
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8. Review and Updates

This SLA will be reviewed annually and may be updated with 14 days written notice. Material changes require mutual agreement.

Next Review Date: 5th August 2026

9. Contact Information

Technical Support: support@load.network

Status Page: <https://status.load.network/801168452>