

**General provisions**

1. This availability arrangement is part of the agreement between TransIP and you and will therefore remain applicable as long as the services referred to in Article 2 are used.
2. The availability arrangement applies to all VPS services (BladeVPS PureSSD X1, X4, X8, X16, X24 and X32), webhosting packages (E-mail only, S, L, XL), domain names or forwarding service.

**Guarantee**

3. TransIP guarantees an availability of 99.99% for a VPS during one calendar month.
4. If the availability is below 99.99% due to downtime during one calendar month, you will be entitled to compensation in accordance with Articles 10, 11 and 12.
5. You are entitled to a pro rata credit of the fees paid for the services in the event of Downtime that exceeds two consecutive hours for webhosting packages, domain names or forwarding services.
6. Downtime is an interruption of the TransIP network resulting in complete inaccessibility of the services.
7. Maintenance or force majeure events are not qualified as Downtime.
8. If Downtime or restoration of the service is caused by your own acts or omissions there will be no right to compensation.
9. TransIP will make every effort to inform you of the Downtime and to end it as soon as possible.

**Compensation arrangement VPS**

10. The compensation for VPS is a (partial) refund of the monthly fee paid for the VPS services affected in the given calendar month.
11. If Downtime is longer than 0.01% in one calendar month, you will be entitled to compensation in the form of a credit of the costs paid amounting to Downtime in minutes (rounded down) times 100, with a maximum of the monthly fee for the month in which the guarantee has not been fulfilled.
12. Compensation can be applied for by a message via the control panel.

**Other provisions**

13. TransIP reserves the right to change this availability arrangement.
14. The terms and conditions of TransIP apply mutatis mutandis. If any provision in the availability arrangement conflicts with the terms and conditions the latter will prevail.