Service Level Terms

Availability and support commitments for the platform.

These Service Level Terms ("SLTs") outline the operational expectations and limitations of the superhack platform. They are provided for informational purposes only and do not constitute a guarantee or binding commitment unless explicitly stated in a separate written agreement.

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1. Service Availability

superhack is designed and operated with the goal of delivering a reliable and performant experience. While we strive to maintain high uptime and service continuity, we do not offer a guaranteed service level agreement (SLA) unless agreed upon in writing with specific customers.

Our infrastructure is designed for resilience, and we apply best practices in monitoring, alerting, and incident response. However, the superhack platform may be subject to periodic unavailability due to planned maintenance, infrastructure dependencies, or external factors.

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2. Planned Downtime

Where possible, superhack will provide advance notice for planned maintenance windows that may impact availability. Such notices may be posted in the application, emailed to customers, or communicated via a designated support channel.

We make efforts to schedule these windows during low-usage periods and minimize operational impact.

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3. Third-Party Dependencies

The superhack platform is a cloud-based service that depends on the availability and operability of third-party services — most notably the cloud infrastructure providers that host the platform and the AI/LLM providers that power its agents.

If these providers limit or discontinue superhack's access, or experience service disruptions that affect our platform, superhack may be unable to perform some or all of its core functions. These scenarios are outside superhack's direct control and therefore not covered by any service uptime commitments.

4. Disclaimer of Uptime Guarantees

Unless otherwise agreed in a written contract, superhack does not provide any guaranteed service level or uptime percentage.

superhack is not a mission-critical platform for our customers. By the nature of the service — focused on scheduled and on-demand security testing and findings analysis — temporary unavailability of superhack has no material impact on customers' ability to operate their core business.

5. Limitation of Liability

superhack shall not be held liable for any direct, indirect, incidental, special, or consequential damages resulting from service unavailability, delays, or data access issues.

To the extent permitted by applicable law, superhack’s total liability under these SLTs shall be limited in accordance with the terms set forth in the Master Subscription Agreement

6. Custom SLAs

If your organization requires a contractual SLA with specific uptime guarantees, escalation response times, or service credits, please contact us at **legal@superhack.app** to discuss an enterprise-level agreement.