LEGAL

Service Level Agreement

LAST UPDATED	10 November 2026
ISSUED BY	SkyLink API, sole trader (ditta individuale) established in Italy. P.IVA IT04163490123.

> STATUS
>
> This document is a template pending legal review. It becomes binding only when it is signed, or incorporated into an order form or Master Services Agreement that references it.

1. Scope

This agreement applies to customers who have a signed Master Services Agreement or order form that references it, with SkyLink API ("SkyLink"), P.IVA IT04163490123.

Self-serve plans are provided without a contractual uptime commitment. Live and historical availability is published on the status page. The status page is at https://status.skylinkapi.com (https://status.skylinkapi.com).

2. Definitions

TERM	MEANING
Covered Service	The production SkyLink API at https://data.skylinkapi.com/v3.1 (and the same host for any later version), for versions that are current or still supported.
Monthly Uptime Percentage	Total minutes in the calendar month, minus minutes of Downtime, divided by total minutes in the month, expressed as a percentage.
Downtime	A period of five or more consecutive minutes in which the Covered Service returns server errors for, or fails to respond to, substantially all valid authenticated requests, as recorded by SkyLink's external monitoring and published on the status page. Scheduled Maintenance is not Downtime.
Scheduled Maintenance	Maintenance announced on the status page at least 48 hours ahead, up to 4 hours in total in a calendar month. Maintenance beyond that allowance counts as Downtime.
Service Credit	A credit against future fees, calculated under section 4, which is the only remedy under this agreement for failing to meet the commitment.

3. Uptime commitment

SkyLink commits to a Monthly Uptime Percentage of at least **99.5%** for the Covered Service in each calendar month.

4. Service credits

If the Monthly Uptime Percentage falls below the commitment, the customer is entitled to:

MONTHLY UPTIME PERCENTAGE	SERVICE CREDIT
Below 99.5% and at least 99.0%	10% of the monthly fee
Below 99.0% and at least 95.0%	25% of the monthly fee
Below 95.0%	50% of the monthly fee

Cap, claims and remedy

- Service Credits in any month are capped at 50% of the fee for that month. For annual contracts, the monthly fee is one twelfth of the annual fee.
- To claim, email hello@skylinkapi.com within 30 days of the end of the month concerned, with request samples (timestamps, endpoint, response status) showing the failures.
- SkyLink will confirm the claim against its own monitoring and apply approved credits to the next invoice. Credits are not paid out in cash.
- Service Credits are the customer's sole and exclusive remedy for unavailability of the Covered Service.

5. Exclusions

The following are not Downtime and do not count against the Monthly Uptime Percentage. Several of them follow from what this product is: SkyLink aggregates data it does not control.

- Unavailability, delay, incompleteness or inaccuracy of data from upstream sources, including government feeds, weather services, aircraft position feeds and aggregated third-party sources.
- A specific dataset being stale or empty while the API itself continues to respond.
- Scheduled Maintenance, within the allowance in section 2.
- The customer's network, code or configuration, or the customer exceeding its rate limits or request allowance.
- Suspension or termination in accordance with the agreement.
- Events beyond SkyLink's reasonable control (force majeure), as defined in the agreement.

- Beta or preview features.
- Legacy API versions after their announced end of support.
- Access through RapidAPI or any other third-party marketplace.

6. Data freshness

This agreement covers the availability of the API. It does not cover the completeness or timeliness of any dataset, and it does not make any data certified for navigation or other safety-critical use. Refresh cadences and sources are described in the Data Provenance Sheet.

7. Support and incident response

Support is by email only, answered by the people who build and operate the service, during 08:00 to 20:00 CET, Monday to Friday.

SEVERITY	DEFINITION	ACKNOWLEDGEMENT TARGET
Severity 1	The Covered Service is down.	acknowledged within 4 support hours
Severity 2	A major function of the Covered Service is degraded.	acknowledged within 1 business day
Severity 3	A minor issue or a question.	acknowledged within 2 business days

These targets are for acknowledgement, not resolution. Support hours are business days within the stated hours; the clock stops outside them.

8. Incident communication

During an incident SkyLink updates the status page (https://status.skylinkapi.com). For a Severity 1 incident, SkyLink provides a written summary within five business days on request.

9. Changes to this agreement

SkyLink will give contracted customers at least 30 days' notice of material changes to this agreement.

10. Version and related documents

Version date: 10 November 2026

Related documents: Master Services Agreement, Data Processing Agreement, Terms of Use.