

Service Level Agreement

The availability we commit to for the IPScanner API on the Business plan, and what happens if we miss it.

Version

1.0

Effective

23 October 2026

Provided by

Minori LLC

99.8%

Monthly uptime we commit to for the API

30%

Highest service credit on a month's fee if we miss it

48 h

Notice before any scheduled maintenance

Our integrations are built to fail open: if the API does not answer in time, your visitors are let through. An outage on our side should not take your site down.

This Service Level Agreement (the "SLA") is part of the IPScanner Terms of Service at ipscanner.io/terms (the "Terms") between Minori LLC ("IPScanner", "we", "us") and the customer that holds the account ("you"). It sets out the availability we commit to for the Covered Service and the only remedy if we fall short. Words not defined here have the meaning given in the Terms.

1 Who this SLA applies to

This SLA applies to accounts on a paid Business subscription, billed monthly or annually, that are in good standing: paid up, not past due and not suspended. Enterprise customers get a custom SLA in their order form; where the order form says nothing about availability, this SLA applies in full.

It does not apply to the Free, Starter or Pro plans, to accounts in a sponsored program, or to access bought through a third-party marketplace such as RapidAPI, where that marketplace's terms apply.

2 Covered Service

The **Covered Service** is the authenticated IPScanner API at <https://ipscanner.io/v1>, called with your API key. That includes the requests IPScanner integrations make for your sites (the Cloudflare Worker, the WordPress plugin, the Traefik plugin, the Caddy module and the forward-auth container) and the form gate endpoints for your sites.

Not covered: the ipscanner.io website, dashboard and documentation, the free public tools, endpoints that need no API key (such as the demo lookup and the public crawler and ASN directories), the MCP server, email delivery, and any feature marked beta, preview or experimental.

3 Our commitment

We commit to a **Monthly Uptime Percentage of at least 99.8%** for the Covered Service in each calendar month. In a 30-day month that leaves room for up to 86 Unavailable Minutes, about 1 hour and 26 minutes.

4 How uptime is measured

Minute	A one-minute period, counted in Coordinated Universal Time (UTC).
Valid Request	A request to the Covered Service that is correctly formed, authenticated with an active API key, within your plan's limits and made as the documentation describes.
Unavailable Minute	A Minute in which, across all customers, more than 50% of Valid Requests get a server error (HTTP 5xx) or no response within 30 seconds, as recorded by IPScanner's monitoring and server logs. A response that answers with a partial result and says so (for example, a field marked degraded) counts as available.
Excluded Minute	A Minute of unavailability caused by anything listed in section 6.

All Minutes

The number of Minutes in the calendar month.

$$\text{Monthly Uptime Percentage} = \frac{\text{All Minutes} - \text{Excluded Minutes} - \text{Unavailable Minutes}}{\text{All Minutes} - \text{Excluded Minutes}} \times 100$$

Uptime is calculated from IPScanner's records. Your own logs help us find and check an incident, but they do not on their own establish that a Minute was unavailable.

5 Service credits

If the Monthly Uptime Percentage falls below 99.8%, you can ask for a credit on that month's subscription fee:

Monthly Uptime Percentage	Credit
Below 99.8%, but at least 99.0%	10%
Below 99.0%, but at least 95.0%	20%
Below 95.0%	30%

- The credit is a percentage of the subscription fee you actually paid for the affected month, after discounts and before tax. On an annual plan that is one twelfth of the annual fee you paid.
- Credits for one month never exceed 30% of that month's fee, however many incidents it had.
- Credits are applied to future invoices for the same account. They are not paid out in cash, cannot be transferred and have no value once the subscription ends.
- No credit is issued while the account has an unpaid invoice.

On Business at \$129 a month, a month at 99.5% uptime earns a **10%** credit: **\$12.90** off the next invoice.

6 Exclusions

Unavailability does not count against the commitment, and no credit is due, when it comes from:

- Scheduled maintenance** announced at least 48 hours ahead by email or in the dashboard, up to 8 hours in a calendar month.
- Urgent maintenance** to fix a security vulnerability or to stop harm to the service or its users, for the time reasonably needed.
- Events outside our reasonable control**, such as natural disasters, fire, flood, war, terrorism, civil unrest, government action, labour disputes or epidemics, and failures of power, internet, network, hosting, cloud or DNS providers that we do not control.
- Attacks**, including denial-of-service attacks and other malicious traffic, as long as we took reasonable steps to defend against them.

- e. **Your side:** your applications, systems, networks, configuration and third-party services, including IPScanner integrations that run on infrastructure you operate and how they are set up.
 - f. **Refused requests:** requests turned away because of plan limits or quotas (HTTP 429), invalid, missing or revoked API keys (HTTP 401 or 403), or malformed requests (other 4xx responses).
 - g. **Suspension or termination** of your account under the Terms, including for non-payment or a breach of the Terms.
 - h. **Use outside the Terms or the documentation**, or traffic far above your normal pattern that we did not agree to in advance.
 - i. **Beta, preview or experimental features**, and endpoints after their announced retirement date.
 - j. **Third-party data sources** being slow, wrong or unavailable, such as domain registries behind WHOIS. When the API answers with a status that says a source did not respond, that answer counts as available.
 - k. **Not following a reasonable instruction from us**, such as updating an integration with a known defect.
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7 Built to fail open

Our integrations are designed to let a visitor through when the API does not answer within their time budget: **1.5 seconds** by default for the Cloudflare Worker, the WordPress plugin and the proxy modules. An outage on our side should not take your site offline.

When you call the API from your own code, set a timeout and decide what happens on an error. That handling is your responsibility, and this section is a description of how the integrations work, not a commitment that earns credits.

8 Support

Business accounts get dedicated support by email, with a first response target of 1 business day, ahead of other queues. Business days are Monday to Friday, excluding public holidays. Response targets are goals, not commitments, and missing one does not earn a credit.

Live status and past incidents are at status.ipscanner.io. To report an outage, email contact@ipscanner.io with "Outage" in the subject line.

9 How to request a credit

1. Email contact@ipscanner.io with the subject "SLA credit request" within **30 days after the end of the month** in which the unavailability happened.
2. Include the account email, the date and time (UTC) of each incident, the endpoints affected, and request IDs or log extracts that show the errors.
3. We check the request against our records and reply within 30 days. If we confirm it, the credit appears on your next invoice.

A request that arrives late, or without enough detail for us to check it, is not eligible for a credit.

10 Sole remedy and limits

Service credits under this SLA are your **sole and exclusive remedy** for any unavailability of the Covered Service and for any failure by us to meet this SLA.

This SLA covers availability only. It does not cover response times, or the accuracy or completeness of results, including verdicts, classifications, geolocation, network and WHOIS data. Results are risk signals for you to act on, and decisions made with them are yours.

Nothing in this SLA extends our liability beyond the Limitation of Liability in the Terms. Section 5 of the Terms (Service Availability) continues to apply, except that this SLA is the availability commitment for the accounts it covers.

11 Changes and precedence

We may update this SLA. We will email account owners at least 30 days before a new version takes effect. A change that lowers the commitment or the credits does not apply to you until the end of an annual term you have already paid for.

If this SLA and a signed order form disagree, the order form wins. If this SLA and the Terms disagree about availability or service credits, this SLA wins.

12 Contact

Minori LLC, 1209 Mountain Road Pl NE Ste N, Albuquerque, NM 87110, United States.

Email contact@ipscanner.io, web ipscanner.io.

Minori LLC

Provider of the IPScanner service

Version 1.0

Effective 23 October 2026. Applies automatically to covered accounts; no signature is needed.