GETBLOCK

VERSION 1.1   **DATE 27.04.2021**

GetBlock Infrastructure Service Level Agreement (SLA)

Service overview

GetBlock provides users with access to both shared and dedicated blockchain nodes. Nodes themselves represent the provided service and additional key measures that must be watched and checked by GetBlock. A user interacts with the service by sending HTTP requests to the endpoints (URL) associated with a certain service.

What is SLA?

Service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both the services required and the expected level of service.

This SLA is applied to the fee-based services available on the website (does not apply to the services provided for free).

? Help

Service Level Agreement (SLA)

GetBlock guarantees availability based on the sector to which a certain node belongs (red, yellow, or green). Collectively, these guarantees may be referred to as the SLA. The guarantee does NOT apply when scheduled maintenance occurs with a minimum of seventy-two (72) hour notice.

With this SLA we ensure tools that are used for nodes monitoring and checking to provide high availability. Such metrics as CPU load, bandwidth, disk space, and RAM are monitored in real time. Alerting thresholds are set, so the platform can automatically eliminate any errors before they occur. When protocol updates are required, we make sure to apply them in advance so you see no disruption of service. New nodes are regularly added to the platform and monitored, the existing nodes are updated as required.

If you have a problem, you can write to us via the Contact us page on the website, Email, or Telegram. Our goal is to provide the best level of support and resolve our customers' issues as quickly as possible. We aim to respond to new support requests and provide an update for existing ones within 12 hours on business days. Support during weekends is also available but limited, if you have an urgent issue, please, reach out to our support team via Telegram.

Our knowledge base covering the GetBlock service is constantly growing, and new educational articles are regularly added to our Blog.

If your application requires a certain level of performance, we can negotiate and conclude an individual SLA according to your needs.

The node services are divided into three sectors based on their availability:

Red Sector – includes the most popular and frequently used cryptocurrencies' nodes that always have to show stable performance

Yellow Sector – includes nodes with lower demand that are used not so often

Green Sector – includes those nodes that are used least of all

Availability for each node is displayed in real-time on the Shared Nodes page of the website.

Any HTTP status other than 500–599 is considered successful.

Red
Yellow
Green

The service availability is
≥ 99% per month.

Ethereum   Bitcoin   BNB Smart Chain

We guarantee the availability proportion of the latest version of the service software, measured as the ratio of the currently installed software version to the available software version in the official service repository. Is considered successful, if the software was updated within 24 hours of release.

Our team will assist to fix any service failures as soon as possible. We strive to ensure that the response time for the inquiries related to both shared and dedicated nodes does not exceed 8 hours. The response time is defined here as the duration of time needed to answer an inquiry and estimate the approximate time required to solve an issue depending on its complexity.

To start using the GetBlock service and get access to + blockchain nodes, it is required to create a personal account on GetBlock.

Shared Nodes

- Shared nodes can be used by a group of customers. GetBlock provides access to full blockchain data on leading protocols specified on the [Shared Nodes](#) page.

- The rate limit for all available shared nodes that can [be purchased by package](#) is 60 RPS.

Dedicated Nodes

A dedicated node belongs only to a certain user, it has its own unique address, unique connection and API key. These nodes are deployed on a vSPU server located in Germany or Finland which has the following characteristics or higher:

- **CPU** : 16 thread
- **RAM** : 64 GB DDR4
- **Hard drive** : NVMe SSD
- **Connection** : 1 GBit/s port
- **Guaranteed bandwidth** : 1 GBit/s
- **Traffic** : Unlimited *

Contact us →

We use a dedicated server to deploy a node of a certain cryptocurrency with the required API method by the user's request. We can also deploy a node for the cryptocurrency that is not presented on our website; in this case, we will also run a shared node. On the whole, the stability of the dedicated nodes is ensured by our shared nodes, so if the dedicated node fails, the user's app performance will not be affected as it will be automatically connected to a shared node. The user will be connected back to the dedicated server when the issue is fixed on our side.

When using a dedicated node for the requested cryptocurrency, no limits are

applied to the number of requests per second (even if it fails, and you get connected to a shared node for some time).

SLA History

• [SLA Page (27.01.2021)](#)

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