



UPTIME & MAINTENANCE POLICY

Last Updated: 29/01/2026

Applies to all Quantisca platforms, services, and digital products

1. Introduction

This Uptime & Maintenance Policy (“Policy”) describes the availability expectations, maintenance procedures, and operational commitments for all Quantisca (“we”, “us”, “our”) platforms, services, and digital products (“Quantisca Products”).

By using Quantisca Products, you agree to this Policy.

2. No Guaranteed Uptime

Quantisca strives to maintain high availability, but does not guarantee:

- 100% uptime
- uninterrupted access
- error free operation
- real time performance
- continuous connectivity

All services are provided “as is” and “as available”.

3. Planned Maintenance

Quantisca may perform planned maintenance to:

- deploy updates
- improve performance
- enhance security
- upgrade infrastructure
- fix bugs

During planned maintenance:

- services may be temporarily unavailable
- access may be limited
- performance may be degraded

Quantisca may or may not provide advance notice.

4. Unplanned Maintenance

Unplanned maintenance may occur due to:

- system failures
- security incidents
- emergency patches
- third party outages
- unexpected technical issues

Quantisca will work to restore service as quickly as reasonably possible.

5. Third Party Dependencies

Quantisca relies on third party providers for:

- hosting
- cloud infrastructure
- licensing systems
- analytics
- email delivery

- payment processing

Outages or failures of third party services may affect availability.

Quantisca is not responsible for third party downtime.

6. No Compensation

Users are not entitled to:

- refunds
- credits
- compensation
- extensions
- financial claims

for downtime, maintenance, or service interruptions.

This applies to:

- planned maintenance
- unplanned maintenance
- outages
- degraded performance
- access limitations

7. User Responsibilities

Users are responsible for:

- maintaining stable internet/VPS
- ensuring platform compatibility
- securing their devices
- updating their trading platform
- using supported configurations

Quantisca is not responsible for downtime caused by user environments.

8. Monitoring & Incident Response

Quantisca monitors systems for:

- performance issues
- outages
- security threats
- abnormal behavior

In case of incidents, Quantisca will:

- investigate
- mitigate
- restore service
- apply fixes

Timelines are not guaranteed.

9. Updates & Improvements

Quantisca may update or modify:

- software
- infrastructure
- licensing systems
- platform features
- user interfaces

without prior notice.

Updates may temporarily affect availability.

10. Service Modifications

Quantisca may:

- add new features
- remove features
- change functionality
- discontinue services

at its sole discretion.

Users are not entitled to compensation for such changes.

11. Force Majeure

Quantisca is not responsible for downtime caused by events beyond its control, including:

- natural disasters
- war or conflict
- government actions
- cyberattacks
- power outages
- global market instability
- internet disruptions

12. No Liability

To the maximum extent permitted by law, Quantisca is not liable for:

- downtime
- lost profits
- missed trading opportunities
- delays
- data loss
- performance issues
- third party failures

Your sole remedy is to stop using Quantisca Products.

13. Governing Law

This Policy is governed exclusively by the laws of:

[chosen jurisdiction: Estonia / United Kingdom / United Arab Emirates]

All disputes shall be resolved exclusively in the courts of that jurisdiction.

14. Changes to This Policy

Quantisca may update this Policy at any time. Continued use of Quantisca Products constitutes acceptance of the updated version.

15. Contact

For uptime or maintenance inquiries, contact: contact@quantisca.com