

SLA & Availability Position Paper

This document defines the availability philosophy, operational boundaries, and resilience principles of the Execution Layer infrastructure.

1. Availability Philosophy

- Execution must never interfere with payments or billing systems.
- Fail-closed for execution; fail-open for billing.
- Deterministic degradation under failure.
- No hidden automation during outages.

2. Service Model

- Execution triggered only by confirmed inbound events.
- No background autonomous processes.
- Centralized kill-switch capability.
- Cloudflare-based stateless workers.

3. Failure Handling Guarantees

- Webhook retries handled by billing provider.
- Execution worker downtime pauses execution only.
- License validation failure blocks execution safely.
- Email provider failure does not impact billing.

4. Availability Targets (Positioning)

- Designed for high availability via distributed edge infrastructure.
- Dependent on upstream providers (billing, email, DNS).
- No guarantee of uninterrupted service (AS-IS model).
- Operational continuity prioritized over aggressive enforcement.

5. Client Responsibilities

- Maintain DNS and domain registration.
- Maintain cloud and billing account access.
- Implement governance and access delegation controls.
- Define business and compliance logic externally.