



Ciforus Service Quality Standard

Operational quality targets and customer-facing reliability posture

Brand	Ciforus
Series	Legal and trust documentation
Prepared	April 2026
Status	Launch-ready draft

This document reflects the current Ciforus product, token, privacy, and launch narrative and should be reviewed by users before interactions.



Effective Date: April 4, 2026

Document Status: Operational standard for launch preparation

Applies To: ciforus.com, launch surfaces, wait-list services, future app modules, and customer-facing support operations under the Ciforus brand

Important Notice

This Service Quality Standard describes the operating principles, quality targets, and support posture that Ciforus aims to follow.

It is written as a practical quality standard, not as a strict service-level agreement. Unless a separate written agreement expressly says otherwise, this document does **not** guarantee uptime, support resolution, response deadlines, token availability, or any specific commercial result.

The goal of this standard is to set a credible, medium-strict, sustainable baseline that Ciforus can realistically maintain while the platform grows.

1. Purpose

Ciforus is designed as a privacy-first digital platform. That means service quality is not measured only by speed or feature count. It is also measured by:

- reliability
- security discipline
- privacy consistency
- clear communication
- practical usability
- responsible launch management

This standard explains how Ciforus intends to balance those priorities.

2. Scope

This standard applies to the following categories of service, as they become available:

- the public Ciforus website
- token and presale information pages
- wait-list forms and launch communications
- future application modules such as email, messaging, storage, notes, wallet identity, and security features
- related customer-facing support and incident handling



3. Service Quality Principles

Ciforus aims to operate according to the following principles:

- **privacy first:** sensitive user content should not be exposed for convenience
- **best-effort reliability:** Ciforus aims for stable operation but does not promise perfect continuity
- **measured rollout:** launch-stage changes may be staged, limited, or adjusted for safety
- **clear communication:** when issues matter, users should receive practical status information where reasonable
- **security over speed:** Ciforus may prefer a slower rollout or temporary restriction over avoidable security risk
- **continuous improvement:** quality targets may be updated as the service matures

4. Availability Objectives

Ciforus aims for the following non-binding operational targets:

- public website and policy pages: approximately **99.0% monthly availability** under normal operating conditions
- wait-list and launch forms: approximately **99.0% monthly availability** under normal operating conditions
- post-launch application services: approximately **98.5% monthly availability** during early production stages

These are internal quality objectives only. They are not guarantees and may be affected by:

- scheduled maintenance
- emergency security actions
- upstream hosting or network issues
- blockchain network conditions
- third-party wallet or infrastructure problems
- launch-stage product changes

5. Support and Response Targets

Ciforus aims to prioritize support using a simple severity model.

5.1 Severity Levels

Critical

Examples:



- full service outage on a core public or app surface
- severe security event requiring urgent containment
- widespread inability to access a core service after launch

Target acknowledgment: within **1 business day**

High

Examples:

- major functional degradation affecting many users
- serious payment or entitlement issue
- major login, recovery, or verification disruption

Target acknowledgment: within **2 business days**

Standard

Examples:

- ordinary support issue
- isolated billing question
- non-critical display or workflow issue
- general account inquiry

Target acknowledgment: within **3 to 5 business days**

These targets are not contractual guarantees and may vary during launch, peak demand, security incidents, or holidays.

6. Maintenance Windows and Planned Changes

Ciforus may schedule maintenance, upgrades, migrations, and rollout changes as needed. Where reasonably practical, Ciforus will try to place planned maintenance during lower-traffic periods.

Ciforus may perform emergency maintenance without advance notice where security, infrastructure health, or compliance concerns require it.

7. Security and Privacy Handling Standards

Ciforus treats service quality and security as connected. The service-quality baseline therefore includes:

- controlled access to production systems
- change management for higher-risk technical changes
- logging and abuse monitoring appropriate to the service stage



- encryption-focused handling of protected content
- incident review and follow-up where material events occur
- preference for privacy-preserving defaults over convenience-first exposure

Ciforus may intentionally limit certain convenience features if they would weaken privacy boundaries or create unnecessary provider-side readability.

8. Data Integrity, Recovery, and Resilience

Ciforus aims to maintain reasonable safeguards for service continuity and user protection, including:

- backup and recovery planning where relevant
- infrastructure hardening and operational review
- staged rollout for sensitive features
- recovery and verification controls for user access where appropriate

Ciforus does not promise that any restoration, rollback, or recovery action will always be possible or complete.

9. Launch-Stage and Early Access Reality

Some Ciforus surfaces may be released in launch-stage or early-production form. During such periods:

- features may change quickly
- access may be limited or staged
- some functions may be temporarily unavailable
- response times may be slower than long-term targets
- security and launch stability may take priority over cosmetic polish or broad feature release

This is normal for a serious staged launch and should not be interpreted as a promise failure if handled responsibly.

10. Communication Standards

When a material issue affects availability, security, or launch readiness, Ciforus aims to communicate in a clear and proportionate way through available channels such as:

- website notices
- status messaging in relevant service surfaces
- direct support replies
- launch updates for registered users or wait-list members where relevant



Ciforus is not required to disclose sensitive internal security details, detection thresholds, infrastructure maps, or privileged remediation information.

11. Exclusions

This standard does not cover or guarantee:

- third-party wallet performance
- exchange, bridge, or blockchain network availability
- public mempool or gas-fee conditions
- user device failures
- losses caused by compromised keys, phishing, or user-side negligence
- market outcomes, token price, or listing results
- compatibility with every browser, device, or third-party integration

12. User Responsibilities

Users also contribute to service quality by:

- using supported devices and software versions where possible
- protecting credentials, wallets, and recovery materials
- reporting material issues clearly and accurately
- avoiding abusive, fraudulent, or harmful behavior
- following published onboarding, wallet, and security instructions

13. Review and Improvement

Ciforus may review this standard regularly and update it based on:

- launch experience
- support volume and user needs
- security findings
- infrastructure maturity
- legal or regulatory expectations
- changes in the product scope

14. Relationship to Other Policies

This document should be read together with the Ciforus Privacy Policy, Terms of Service, AML Policy, and any future product-specific notices.



15. Final Note

This Service Quality Standard is intended to create trust through realistic clarity. It reflects the Ciforus view that a privacy-first product should be dependable, carefully operated, and honest about what it can and cannot promise. It is a customer-facing operational standard, not a strict SLA.