

INFINITE ATOM TECHNOLOGIES LLC

Infrastructure Transparency & Service Availability Disclosure

What This Platform Actually Runs On — Honest, Plain, Complete

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This document tells you exactly what infinite-atom.com runs on. No marketing language. No corporate spin. Just the truth about the infrastructure so you can make an informed decision before you sign up, pay, or build anything here.

// 1. WHAT THIS PLATFORM ACTUALLY IS

Infinite Atom Technologies LLC is a one-person operation run by Adam Ross out of Lancaster, Ohio. The website, the AI assistant, the marketplace, the map — all of it runs on a cluster of three repurposed desktop computers sitting in a home environment, connected to a residential internet connection, and maintained by one person in their spare time.

This is not Amazon Web Services. This is not a data center. There is no team of engineers monitoring systems around the clock. There is no redundant fiber connection. There is no diesel generator backup. There is no server room with climate control and suppression systems.

What there is: three machines running enterprise-grade virtualization software, a Cloudflare tunnel providing secure public access, a monitoring system, and a founder who cares deeply about keeping it running.

If you're okay with that — and many people are, because the price reflects the reality — then read on. If you need AWS-level guarantees, this platform is not the right fit for you yet. We will get there. We are not there today.

// 2. THE HARDWARE — EXACTLY WHAT IT IS

The platform runs on three physical machines collectively called the Infinite-Atom Cluster, all running Proxmox VE 8.4.0 enterprise virtualization software. Here is exactly what each machine is:

Node	Role	CPU	RAM	Status
Donkey	Website & COSMO AI	Core2 Quad Q8200 — 2007 era	5.79 GB	Active
Kong	Network Services	Pentium D — 2005 era	1.92 GB	Active
Mothra	Workhorse / AI / Services	i5-4570S — 2013 era	7.67 GB	Active
Raspberry Pi	DNS / Ad Blocking	ARM	1 GB	Pending Setup

The oldest machine in the cluster — Donkey — runs a CPU architecture from 2007. This is real. It runs the website. It works. But it is not a modern server and it has hardware limitations that a data center machine would not have.

// 3. THE NETWORK — WHAT CONNECTS YOU TO THE SITE

3.1 Residential Internet Connection

The cluster connects to the internet through a standard residential ISP connection in Lancaster, Ohio. This means:

- Bandwidth is shared with normal household internet use
- Upload speeds are typically lower than download speeds — and website serving requires upload bandwidth
- The ISP can experience outages, maintenance windows, or service disruptions at any time
- There is no redundant ISP connection — if the internet goes out at the house, the website goes down
- There is no business-class SLA from the ISP guaranteeing uptime

3.2 Cloudflare Tunnel

Public access to the website is provided through a Cloudflare Tunnel — a service that securely connects the home cluster to Cloudflare's global network without exposing the home IP address. This provides:

- Free CDN and DDoS protection through Cloudflare's global network
- HTTPS encryption and security headers
- Some geographic performance improvement through Cloudflare's edge nodes

However, if Cloudflare itself experiences an outage — which has happened historically — the website becomes unreachable even if the home cluster is running perfectly. Cloudflare dependency is a single point of failure.

3.3 No Redundant Network Path

There is currently no secondary internet connection, no 4G/LTE failover, and no redundant network path. If the primary ISP connection fails, the platform is offline until the ISP restores service. There is nothing Infinite Atom can do to restore service during an ISP outage — it is entirely dependent on the ISP's resolution timeline.

// 4. WHAT CAN TAKE THE SITE DOWN

Here is an honest, complete list of things that can take infinite-atom.com offline:

4.1 Power Outage

If the power goes out at the house, all three machines shut down immediately and the platform goes offline. There is currently no UPS (Uninterruptible Power Supply) protecting the cluster. A brief power flicker could corrupt an actively running database or storage operation. The platform will come back online when power is restored and the machines finish booting — typically 3-5 minutes after power returns if no data corruption occurred. If data corruption occurred during shutdown, recovery could take significantly longer.

4.2 ISP Outage

Any interruption to the residential internet connection takes the platform offline. ISP outages can last minutes, hours, or in rare cases, days. Infinite Atom has no control over ISP restoration timelines. During an ISP outage, even if all cluster hardware is running perfectly, the platform is completely unreachable.

4.3 Hardware Failure

The cluster runs on consumer and prosumer hardware, some of which is over a decade old. Any component — a hard drive, a power supply, a network card, a motherboard — can fail at any time. Hardware failures may require ordering replacement parts, which takes time. There is no hot spare hardware ready to swap in immediately. A critical hardware failure on the primary website node (Donkey) would take the website offline until hardware is replaced or the workload is migrated to another node.

4.4 Software / OS Issues

Operating system updates, container misconfigurations, failed service restarts, or software bugs can cause service disruptions. These are typically resolvable within hours by the administrator but require a person to diagnose and fix them. If a software issue occurs at 3am on a Tuesday, it may not be addressed until the administrator wakes up and sees the alert.

4.5 Planned Maintenance

The platform will periodically go offline for planned maintenance including hardware upgrades, OS updates, software updates, configuration changes, and infrastructure improvements. Planned maintenance windows will be announced with as much advance notice as possible — typically 24-48 hours — through the platform status page and email notification. There are currently 170 pending system updates on the website node. A maintenance window will be scheduled to apply these.

4.6 Cloudflare Outage

Cloudflare has historically experienced brief outages affecting large portions of the internet. If Cloudflare experiences a service disruption, the platform becomes unreachable even though the home cluster is running. These outages are typically brief (minutes to low hours) and are resolved by Cloudflare, not by Infinite Atom.

4.7 COSMO AI Unavailability

COSMO runs on CPU-only inference on the Mothra node. It is resource-intensive. COSMO may become slow, unresponsive, or unavailable independently of the website being up. If COSMO goes down, the website chat widget will be unavailable but the rest of the site continues to function. COSMO service may be slower during periods of high activity or when other processes are competing for CPU resources on Mothra.

4.8 Acts of God and Force Majeure

Natural disasters, severe storms, flooding, tornado (Lancaster, Ohio is in a weather-active region), or other catastrophic events affecting the physical location of the cluster could result in extended downtime. In a worst-case scenario where the physical hardware is destroyed, data recovery and platform restoration could take weeks.

// 5. BACKUPS — THE HONEST TRUTH

As of the effective date of this document, there is no automated backup system in place for the platform. Manual backups are performed periodically. Automated backups are a high-priority pending infrastructure task but have not yet been implemented.

This means:

- In the event of catastrophic hardware failure or data corruption, some data loss is possible
- The most recent manual backup may not include the most recent partner data, product listings, or community content
- Supabase — the database and authentication provider — maintains their own infrastructure backups for the data they store (account credentials, partner data)
- Platform content stored on the local cluster (uploaded images, vendor space files) is at higher risk until automated backups are implemented

Infinite Atom is committed to implementing automated daily backups with off-site storage as a high-priority infrastructure task. Until that system is in place, this limitation exists and you deserve to know about it.

Supabase holds your account data, authentication, and core database records on their infrastructure with their own backup systems. That data is more protected than locally stored content.

// 6. NO 24/7 SUPPORT STAFF

There is one person operating this platform. Adam Ross. He has a life outside this platform. He sleeps. He has obligations. He is not always available immediately.

What this means practically:

- If something breaks at 2am, it may not be fixed until morning
- Response to support emails targets within 1 business week — not within hours
- Critical outages will be addressed as quickly as possible but "as quickly as possible" for a solo operator means when that person becomes aware of the issue and has time to address it
- Uptime Kuma monitoring is configured to send alerts — but alerts only help if the person receiving them is awake and available

This is the tradeoff for the pricing. Peddler tier is \$5 a month. That is less than a cup of coffee at most places. At \$5 a month you are not getting a 24/7 NOC. You are getting a platform run by someone who genuinely cares about keeping it working and will fix things as fast as one person can.

// 7. WHAT INFINITE ATOM COMMITS TO

Despite all of the above, Infinite Atom Technologies LLC makes the following real commitments:

7.1 Best Effort Uptime

Infinite Atom will make every reasonable effort to keep the platform running. The infrastructure is actively monitored through Grafana and Prometheus. Uptime Kuma will send alerts for service failures. The goal is maximum availability given the infrastructure reality.

7.2 Transparent Communication

When the platform goes down — planned or unplanned — Infinite Atom will communicate through available channels. A status page will be maintained. Partners will be notified by email for outages expected to exceed 2 hours. Planned maintenance will be announced with 24-48 hours notice whenever possible.

7.3 Rapid Response

When something breaks, fixing it is the priority. Infinite Atom will address outages as quickly as one person can — which means the moment the issue is identified and the administrator is available. Alerts are configured to reach the administrator's phone.

7.4 Infrastructure Improvement Roadmap

The infrastructure limitations described in this document are known and being actively worked on. The roadmap includes:

- Automated daily backups with off-site storage — high priority, pending implementation
- UPS installation to protect against power flickers — planned
- Vaultwarden for credential security — pending implementation on Kong node
- Uptime Kuma monitoring with phone alerts — pending implementation on Kong node
- Nginx Proxy Manager for cleaner URL management — planned for Donkey
- Hardware upgrades as the platform grows and revenue supports them
- Eventual migration to a hosted or colocation solution as the IAC roadmap advances

The platform will get better. The infrastructure will improve. But right now it is what it is, and you deserve to know exactly what that is.

7.5 Compensation for Extended Outages

For unplanned outages exceeding 72 consecutive hours that are caused by Infinite Atom infrastructure failure (not ISP outages, Cloudflare outages, or force majeure events), Infinite Atom will issue a prorated subscription credit for the affected period. This credit will be applied to the next billing cycle. This is a goodwill commitment — it is not a contractual SLA guarantee.

// 8. WHAT THIS MEANS FOR YOUR BUSINESS

If you are a partner building your business on this platform, here is what you should understand and plan for:

8.1 Do Not Rely Solely on This Platform

Your business should not be 100% dependent on infinite-atom.com being available at any given moment. Maintain your own backup presence — a social media page, a personal website, a way for your customers to reach you if the platform is down. This is good advice for any third-party platform, not just this one.

8.2 Keep Copies of Your Content

Keep local copies of your product photos, descriptions, and listing content. Do not treat your vendor space as your only copy of your product catalog. If the platform experiences data loss before automated backups are implemented, you want to be able to restore your listings quickly.

8.3 Event Timing

If you are claiming a vendor spot at a physical event through the platform, confirm your claim well before the event date. Do not try to claim or manage event spots in the hours immediately before an event — platform availability is not guaranteed at any specific moment.

8.4 The Upside

The same infrastructure that lacks AWS-level redundancy also means the platform has essentially zero hosting costs. That is why the subscription prices are as low as they are. As the platform grows and revenue increases, infrastructure investment increases proportionally. The early partners who understand and accept these limitations are the ones who benefit most as the platform grows into something more robust.

// 9. THIRD-PARTY DEPENDENCIES

The platform depends on third-party services that are outside Infinite Atom's control. An outage in any of these services can affect platform availability:

Service	Function	Impact if Down
Cloudflare	DNS, CDN, tunnel, security	Site unreachable from public internet
Supabase	Authentication, database	Login broken, partner data inaccessible
Stripe	Payment processing	No subscription charges or sales processing
Residential ISP	Internet connectivity	Complete platform outage

Service	Function	Impact if Down
Google Fonts	Font delivery	Fonts fall back to system fonts — cosmetic only
FormSubmit.co	Contact form relay	Contact forms open Gmail draft instead

// 10. LIMITATION OF LIABILITY — INFRASTRUCTURE SPECIFIC

INFINITE ATOM TECHNOLOGIES LLC PROVIDES NO UPTIME GUARANTEE, NO SERVICE LEVEL AGREEMENT, AND NO WARRANTY OF CONTINUOUS AVAILABILITY. THE PLATFORM IS PROVIDED ON A BEST-EFFORT BASIS BY A SINGLE-PERSON OPERATION RUNNING ON SELF-HOSTED RESIDENTIAL INFRASTRUCTURE.

INFINITE ATOM IS NOT LIABLE FOR:

- LOST SALES OR REVENUE RESULTING FROM PLATFORM DOWNTIME
- DATA LOSS RESULTING FROM HARDWARE FAILURE BEFORE AUTOMATED BACKUPS ARE IMPLEMENTED
- OUTAGES CAUSED BY ISP FAILURES, CLOUDFLARE OUTAGES, POWER OUTAGES, OR FORCE MAJEURE EVENTS
- DELAYS IN OUTAGE RESOLUTION CAUSED BY THE SINGLE-OPERATOR NATURE OF THE BUSINESS
- INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY KIND ARISING FROM PLATFORM UNAVAILABILITY

INFINITE ATOM'S TOTAL LIABILITY FOR ANY CLAIM ARISING FROM INFRASTRUCTURE FAILURE OR PLATFORM UNAVAILABILITY SHALL NOT EXCEED THE SUBSCRIPTION FEES PAID IN THE 30 DAYS PRECEDING THE OUTAGE GIVING RISE TO THE CLAIM.

// 11. CHECKING PLATFORM STATUS

When the platform appears to be down, check the following before contacting support:

1. Check status.infinite-atom.com (when implemented) for current platform status
2. Check the Infinite Atom social media pages for outage announcements
3. Check Cloudflare's status page at cloudflarestatus.com for widespread Cloudflare issues
4. Wait 5 minutes and try again — brief connection issues often resolve on their own
5. If the platform has been down for more than 30 minutes with no status update, email infiniteatomtech@gmail.com

Reporting platform outages helps. If the administrator is asleep when something goes down, an email notification supplements the automated alerts and gets things fixed faster.

// 12. THE LONG VIEW

This infrastructure disclosure is honest about where Infinite Atom is today. It is not where the platform will always be.

The roadmap includes migration to colocation or managed hosting as revenue and scale justify it. IAC Phase 3 envisions multi-server regional cloud infrastructure. The goal has always been to build something that grows. The early partners — the ones who read documents like this one and still decide to build here — are the ones who will

grow with the platform as it becomes something much larger than three desktop computers in a house in Lancaster, Ohio.

The moon and stars are waypoints.

// 13. CROSS-REFERENCES & CONTACT

This disclosure should be read together with the Terms of Service (Document 01), the Disclaimer of Warranties and Limitation of Liability (Document 15), the Refund and Cancellation Policy (Document 09), and the Subscription Billing Agreement (Document 10).

For infrastructure questions or outage reports: infiniteatomtech@gmail.com

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