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LEGAL CENTER

Service Level Agreement

Our 99.9% uptime guarantee, and the service credits you can claim if we miss it.

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At a glance

- We guarantee **99.9% uptime** for the network and server availability of each service you have with us.
- If an eligible outage happens, you can claim a **service credit** by opening a support ticket.
- Credits range from 12 hours to 672 hours (about one month) of service, depending on how long the outage lasted.
- Scheduled maintenance, problems caused by your own configuration or software, denial-of-service attacks, and our website, DNS, API and control panel are not covered.

1. Our uptime guarantee

HSJ Host guarantees 99.9% uptime for the network and server availability of its hosting services. This Service Level Agreement (SLA) forms part of, and should be read together with, our Terms of Service.

2. How the guarantee applies to your services

The guarantee applies to each service separately, not to your account or billing cycle as a whole. If one service has an outage, any credit is calculated for that service only, based on how long it was down.

Example: if you have 50 servers with us and one of them has an outage, you receive a credit for that one server.

3. What is and isn't covered

Covered: the availability of our network and of the server your service runs on.

Not covered:

- The HSJ Host website, DNS servers, API and control panel.
- Software running on your server, such as your operating system, applications or website code.
- Downtime you cause yourself, such as a misconfiguration.
- Denial-of-service (DoS or DDoS) attacks.
- Scheduled maintenance that we have given you at least 24 hours' notice of.
- Urgent updates or maintenance lasting less than 10 minutes.

4. Packet loss and latency

We monitor packet loss and latency across our network as a whole, but we don't monitor them for individual customers. Our aim is zero packet loss.

If you see more than 1% packet loss between your service and the first hop from HSJ Host's border routers, please open a support ticket. We'll investigate and fix the issue.

5. Service credits

If we confirm that an eligible outage occurred, we'll apply a credit to the affected service based on how long the outage lasted:

Outage length	Credit (hours of service)
Under 10 minutes	12 hours
10 to 59 minutes	24 hours
60 to 119 minutes	48 hours
120 to 239 minutes	120 hours
240 to 419 minutes	240 hours
420 minutes or more	672 hours (about one month)

Each credit is worth the cost of the stated number of hours of the affected service.

One incident, one credit. Credits can't be stacked. If a single incident causes more than one problem, for example a hardware failure that also disrupts the network, it counts as one outage and earns one credit.

6. How to claim a credit

1. Open a support ticket by email or through the HSJ Host client area and ask for an SLA credit.
2. Do this even if we told you about the outage first. Please don't assume we already know about it, and note that a credit is only applied once you've requested it.
3. The outage is treated as starting at the time your ticket is created.
4. We'll review the outage. If it's eligible, we'll apply the credit from the table above.

A ticket number is required for every SLA credit.

7. Other terms

All other terms in our Terms of Service continue to apply to this SLA.