

Service Level Agreement

99% Uptime Guarantee

HSJ Host guarantees a 99% uptime for its services, as detailed in this Service Level Agreement (SLA). This SLA complements the Hosting Terms and Conditions agreed upon by HSJ Host customers and is a fundamental part of this SLA.

The 99% uptime guarantee is specific to individual service items and doesn't apply to the entire billing cycle. For instance, if a customer has 50 servers with HSJ Host and one server experiences downtime, any credit will be proportional to the downtime of that one server.

This guarantee doesn't apply to HSJ Host's website, DNS servers, API, or control panel.

Simply put: Our platform is designed to be highly reliable. If an outage occurs, you're eligible for a credit.

Packet Loss and Latency

HSJ Host doesn't actively monitor individual customer packet loss or latency. However, we do monitor overall packet loss and latency within our network. If a customer experiences more than 1% packet loss from their instance to the first hop from HSJ Host's border routers, they should notify us. We'll then investigate and address the issue.

Simply put: Our network should experience 0% packet loss. If you observe any, please notify us.

Limitations

The 99% uptime guarantee applies only to network and server availability. It doesn't cover server-side software or self-inflicted downtime, such as misconfigurations or denial-of-service attacks. Maintenance with at least 24 hours notice, or urgent updates lasting under 10 minutes, are also exempt from this guarantee.

Credits cannot be stacked. For example, a hardware outage causing a network disruption will be treated as a single event for credit purposes.

Simply put: The SLA applies to factors within HSJ Host's control. Misconfigurations or prolonged scheduled maintenance aren't our responsibility.

Outage Credits

To potentially receive credits for outages, customers must initiate a support ticket and explicitly request a credit. If HSJ Host determines an eligible outage occurred, the following credits apply:

Outage Time Frame Credit Amount

Less than 9 minutes - 12 Hours

10 – 59 minutes - 24 Hours

60 – 119 minutes - 48 Hours

120 – 239 minutes - 120 Hours

240 – 419 minutes - 240 Hours

420+ minutes - 672 Hours (1 Month)

How To Obtain Your Credit

To be eligible for credits, customers must notify HSJ Host about the outage and request a credit. Please do not assume we are aware of the issue. Even if we notify you first, you must still initiate a support ticket to confirm awareness and request the credit. The timestamp on the ticket will mark the outage's start.

Tickets can be initiated via email or through the HSJ Host interface. A ticket number is essential for any SLA-related credits.

All other terms and conditions detailed in HSJ Host's Hosting Terms and Conditions apply to this SLA.