Prompt Web Hosting SLA

Contents of this document

The purpose of this document

The purpose of this document is to outline the SLA ("Service level agreement") between Prompt Web Hosting and the subscriber.

1. Terminology

1.1 "Prompt Web Hosting", "We", "Our" and "Us" refer to Prompt Web Hosting.

1.2 "Subscriber" means the person or entity who had placed the order for our services.

1.3 "Month" refers to a full calendar month (i.e. January 1st to January 31st).

2. Coverage

2.1 This Service Level Agreement (SLA) applies to the subscriber who holds an account with any of the hosted services offered by Prompt Web Hosting.

2.2 This agreement sets out the minimum level of service that Prompt Web Hosting is required to meet and the corresponding penalties and compensation to the subscriber for not meeting such levels.

2.3 **Our objective is to provide a continuously operating service that is well beyond the minimum levels specified in this document.**

3. Service level uptime

3.1 The guaranteed uptime for web hosting, reseller hosting, email hosting and VPS services is 99.95% each month.

3.2 If the uptime of the server the subscriber is hosted on falls below 99.95% in any given calendar month, subscribers with VPS, web, reseller and/or email hosting plans on that server are entitled to:

Uptime availability	Compensation refund
100% to 99.95%	0%
Less than 99.95% but more than 99.90%	50% of monthly plan cost.
Less than 99.90%	100% of monthly plan cost.

3.3 Compensation will be applied in the form of an account credit.

3.4 The credit will be calculated based on the monthly service charge for the affected services.

4. Compensation request

4.1 In order to receive hosting compensation, the subscriber must lodge a support ticket to the Prompt Web Hosting Technical Support.

4.2 Each request for compensation must include the dates and times of the unavailability of the subscriber's service and must be received by Prompt Web Hosting within 10 calendar days of the actual downtime.

5. Exceptions

5.1 Any circumstances that arise from third parties, such as (but not limited to): cPanel, fire, flood, war and Denial of Service attacks.

5.2 Scheduled maintenance (as outlined below).

6. Maintenance

6.1 To ensure all services are running optimally, it is required that scheduled maintenance be conducted on our services.

6.2 These events will be communicated to our clients prior to the maintenance being conducted.

6.3 Maintenance, as outlined above in point "5.2" is an exemption, and therefore, is not considered in a claim.

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