

Service Level Agreement - SLA

Welcome to HostHub

At HostHub, we are committed to delivering high-performance, reliable, and transparent hosting services to our clients worldwide. This Service Level Agreement (SLA) outlines the core support policies, uptime guarantees, and operational standards you can expect when working with us.

By using our services, you acknowledge that you have read and understood our SLA Policy.

Response Time, Commitments and Contacts

We understand the importance of timely communication, especially when your business relies on uninterrupted hosting services. Our Support Ticket System is available 24/7, ensuring continuous assistance whenever you need it.

Additional support is also accessible through:

- E-mail address: hello@hosthub.ro for commercial scope and wide topics
- E-mail address: support@hosthub.ro for technical requirements of incident reporting
- WhatsApp: +40.725.977.266 – technical inquiry

Initial Response Time is depended on the subscription and type service. Different provided services have different escalation and SLA levels plans. For server support or infrastructure support the SLA plans are available at different rates and incidents depending on the purchased subscription plan.

Typical response time via e-mail for business hours and working days is estimated at 15 minutes to 1 hour.

Uptime Guarantee

At HostHub we guarantee a **99.98% server uptime**, (SLA time calculator - <https://uptime.is/>) backed by our proprietary data center infrastructure and carefully selected internet service providers partners.

How did we establish this:

- Privately owned Tier III data center with redundant power and network infrastructure
- Real-time monitoring of all critical systems and networks
- Scheduled maintenance windows are announced in advance and performed during off-peak hours to minimize service disruption
- Rigorous infrastructure and service performance vetting, data backups and security enforcement meet our high standards for stability and performance and customer satisfaction

We take uptime seriously. In the rare event of downtime exceeding SLA thresholds and considering your dedicated subscription service SLA, compensation may be applied as outlined in our service credit policy.

Backup Policy

Client data protection is a top priority and HostHub has a clear and structured Backup Policy, outlined in our product description FAQ sections.

Hosting provided by HostHub includes regular backups to ensure the security of client data. Below is the backup policy information based on the type of service:

- **Web Hosting (Shared Servers)**
 - Backups are performed daily and kept for the last 30 days.
 - Access to backup data is performed via support request and sysadmin supervision.
- **Virtual Private/Virtual Dedicated Servers**
 - Backups are performed daily and kept for the last 3 days.
 - Access to backup data is performed via support request and sysadmin supervision.
- **File Cloud Storage**
 - Backups are performed daily and kept for the last 30 days.
 - Access to backup data is performed via support request and sysadmin supervision.
- **Dedicated Servers**
 - Backups are not performed for this type of service.
 - Backups are provided upon customer request (separate, service quote).

Other Important notes

Provision of backups is included in our active services subscription. For use-cases where a client requests the restoration of their latest backup, after service termination and data deletion due to subscription cancellation or non-payment, HostHub may demand compensation fees for the technical support assistance in data restore. For events which resulted in service violations of the acceptable usage policy, restoration from backup is not possible.

During each backup process, an exact copy of the customer data is taken from the existing data set. HostHub may not be hold responsible for the state data at the time of backup.

HostHub may not be hold responsible for the state of the backup or any other service state the customer operates. Backup for stopped, suspended or disabled services or subscription is not performed.

Network and Interconnect Layout Transparency

We believe in full visibility into our network and performance. HostHub provides an open-access Looking Glass Internet tool.

This allows customers and partners to check:

- Run network diagnostics (ping, traceroute, BGP routes)
- Verify latency and routing from different global locations
- Monitor current network status

Quick Links

- <https://lg.hosthub.ro>
- <https://status.hosthub.ro>

Additional Commitments

We continuously benchmark ourselves against leading industry standards and adopt the best practices from top-tier providers. Here are additional measures we take to ensure customer satisfaction:

- **DDoS Protection:** anti-DDoS system which are active by default on all servers via our network core routing or blackhole BGP-trigger blackhole routing.
- **Hardware Replacement:** In the event of hardware failure, we commit to replace the failed hardware.
- **Security Updates:** Regular updates and patches applied to core devices to ensure infrastructure security.
- **Fair Use Policy:** All services are subject to fair-use to protect overall platform stability and bandwidth usage.

Service Exclusions

This SLA will not apply for the following user, use-cases:

- Outages or issues caused by customer-side management and/or misconfiguration or miss handling of subscription service or subscription configuration
- Scheduled maintenance with prior notification
- Force major events beyond our control (e.g., natural disasters, internet-wide outages, cyber-attacks, targeted hacking attacks)
- Violations of the Terms of Service or Acceptable Use Policy

Service Credits and Service Subscription Extension

If uptime or support response metrics fall below SLA standards, clients may request service credits or subscription extension. These are evaluated use-case or incidents, severity, logs, monitoring systems reports and downtime reports. Subscription extension might be provided only if HostHub service was down for more than 24 hours (excluded the major events, caused by external, out of our control use cases).