



## Service Level Agreement (SLA)

Last Updated: 28 January 2025

### 1. Service Overview

Percentso provides fast, secure, and reliable cloud hosting services, including:

- Business Web Hosting
- Virtual Private Server (VPS) Hosting
- Object Storage Service
- Business Email Hosting
- Game Server Hosting

This SLA outlines the performance standards, uptime guarantees, and support commitments for these services.

### 2. Uptime Guarantee

Percentso guarantees 99.9% uptime for all hosting services. Uptime is calculated based on the availability of the hosting infrastructure, excluding scheduled maintenance and circumstances beyond our control.

#### Uptime Calculation

Uptime is measured monthly and calculated as follows:

$$\text{Uptime \%} = (\text{Total Minutes in Month} - \text{Downtime}) / \text{Total Minutes in Month}$$

#### Service Credits for Downtime

If uptime falls below 99.9%, customers are eligible for service credits as follows:

Uptime	Service Credit
99.0% - 99.8%	5% of monthly fee
95.0% - 98.9%	10% of monthly fee
Below 95.0%	20% of monthly fee

To claim service credits, customers must submit a request via the Percentso client area within 30 days of the incident.

### 3. Support Commitment

Percentso provides 24/7/365 technical support through the following channels:

- Client Area: Submit support tickets for non-urgent issues.
- Email Support: support@percentso.com

Issue Severity	Response Time
P1 - Critical (e.g., server downtime)	Within 8 hours
P2 - High (e.g., performance issues)	Within 12 hours
P3 - Medium (e.g., configuration help)	Within 24 business hours
P4 - Low (e.g., general inquiries)	Within 48 business hours

Response time will not apply to some of the support tickets that the customer service agent reviews and determines do not meet the severity classification.

### 4. Maintenance

Percentso performs regular maintenance to ensure optimal performance and security. Maintenance includes:

- Scheduled Maintenance: Conducted during off-peak hours with at least 48 hours' notice.
- Emergency Maintenance: Performed to address critical security or performance issues.  
Customers will be notified as soon as possible.

Maintenance periods are excluded from uptime calculations.

### 5. Data Backup and Recovery

Percentso provides automated daily backups for Business Web Hosting and Game Hosting.

#### Backup Retention

- Daily backups are retained for 7 days.
- Customers can request data recovery within the retention period.

## 6. Exclusions

The following circumstances are excluded from uptime calculations and SLA commitments:

- Force majeure events (e.g., natural disasters, pandemics).
- Customer-side issues (e.g., misconfigurations, third-party software).
- DDoS attacks or other malicious activities beyond Percentso's control.
- Scheduled or emergency maintenance.

## 7. Customer Responsibilities

Customers are responsible for:

- Ensuring their account and payment information are up to date.
- Complying with Percentso's Terms of Use.

## 8. Termination

Either party may terminate this SLA with 30 days' written notice. Percentso reserves the right to suspend or terminate services for violations of the Terms of Use or non-payment.

## 9. Limitation of Liability

Percentso's liability is limited to the total fees paid by the customer during the month the incident occurred. Percentso is not liable for indirect, incidental, or consequential damages.

## 10. Amendments

Percentso may update this SLA periodically. Customers will be notified of changes via email or through the client area. Continued use of services constitutes acceptance of the updated SLA.

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For SLA-related inquiries, please contact [compliance@percentso.com](mailto:compliance@percentso.com).

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