

SLA & Uptime Policy

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1. Our Commitment

Ceohost is committed to providing reliable, high-performance hosting infrastructure. This SLA & Uptime Policy sets out our uptime guarantees, service credits, exclusions, and support commitments across our different service categories, so you know exactly what to expect and what happens if we fall short.

While no infrastructure can be 100% immune to failure, our team works continuously to keep disruption to an absolute minimum and to restore service as quickly as possible, backed by the concrete commitments below.

2. Uptime Guarantee by Service Category

Different service categories have different infrastructure characteristics, so each carries its own uptime guarantee, reflecting the level of redundancy built into that tier:

Service Category	Uptime Guarantee	Max Downtime / Month
Shared / WordPress / Reseller Hosting	99.9%	~43 minutes
VPS Hosting	99.95%	~21 minutes
Cloud Hosting	99.99%	~4 minutes
Dedicated Server (single-node)	99.9% (network uptime)	~43 minutes
Enterprise	Custom (up to 99.999%)	As low as ~26 seconds

Note on Dedicated Servers: The 99.9% figure for single-node Dedicated Servers reflects *network* uptime (i.e., our datacenter's connectivity to your server). Since a single-node Dedicated Server has no built-in hardware redundancy, hardware-level failure of your specific physical server is handled separately under Section 8 (Exclusions) and our hardware-replacement commitments, rather than as a network-uptime SLA breach.

Enterprise Tier: Enterprise SLA terms (including any guarantee above 99.99%) are **available only under a separate, individually negotiated Enterprise Agreement** and are not automatically included with any standard published plan. Until such an agreement is in place, standard tier guarantees (Section 2 table) apply based on the underlying infrastructure type purchased.

Network vs. Server (Shared/WordPress/Reseller Hosting): For Shared, WordPress, and Reseller Hosting plans, the 99.9% guarantee covers both **network connectivity** and the **shared server/application stack** (web server, database service, and control panel) being reachable and operational — not merely the datacenter network being up.

3. How We Measure Uptime

- **Monitoring Method:** Uptime is measured using Ceohost's internal infrastructure monitoring systems, which check server and network reachability at regular short intervals (typically every 1-5 minutes) around the clock.
- **Downtime Start:** A downtime event is considered to start from the first monitoring check that detects the service as unreachable/non-responsive, not from the time a customer reports it.
- **Downtime End:** A downtime event is considered to end once monitoring confirms the service has returned to a normal, responsive state for a sustained check interval.
- **Verification:** Where a customer's own third-party monitoring tool shows different results than our internal monitoring, Ceohost's internal monitoring logs will be treated as the authoritative record for SLA and service-credit purposes, though we are happy to review any evidence a customer provides as part of a claim investigation.

4. Service Credits

If actual uptime in a given calendar month falls below your plan's guaranteed level in Section 2, you are eligible for a service credit, calculated as follows:

Actual Monthly Uptime	Service Credit
Within 0.1% of the guaranteed level (minor breach)	5% of monthly fee
0.1% – 0.5% below the guaranteed level	10% of monthly fee
0.5% – 2% below the guaranteed level	20% of monthly fee
2% – 5% below the guaranteed level	30% of monthly fee
More than 5% below the guaranteed level	40% of monthly fee (maximum)

Maximum Cap: Regardless of the severity of an outage, the total service credit issued for any single billing month is capped at **40% of that month's fee** for the affected service. This cap keeps our SLA sustainable while still providing meaningful compensation for serious disruptions.

Form of Credit: Service credits are issued as **account credit**, automatically adjusted against your next renewal/invoice for the affected service. Credits are not paid out as a cash refund or bank transfer, consistent with standard hosting industry practice.

Worked Example: If your monthly hosting fee is **Rs. 100** and your account qualifies for a 10% service credit under the table above, **Rs. 10** will be applied as a credit to your next invoice. If instead you qualified for the maximum 40% credit, Rs. 40 would be applied.

5. Partial & Localized Outages

Not every incident affects every customer equally. Credit eligibility for partial outages is determined as follows:

- **Single Server/Node Affected:** If an incident affects only the specific server/node your account is hosted on (rather than the wider network), your uptime is calculated based on the actual downtime experienced by your specific account, and the credit table in Section 4 is applied to your individual

account's affected uptime for that month.

- **Single Datacenter/Location Affected:** If an incident is isolated to one datacenter location, only customers with services actively hosted in that specific location are eligible for a credit; customers on unaffected locations/datacenters are not impacted and are not eligible.
- **Single Customer Affected (Isolated Issue):** Where an issue is unique to a single customer's account (for example, caused by a misconfiguration specific to that account) rather than a broader infrastructure problem, this is evaluated under Section 8 (Exclusions) as a customer-side issue, not a Ceohost-side SLA breach.

6. Scheduled & Emergency Maintenance

- **Scheduled Maintenance:** Ceohost may perform planned maintenance for upgrades, security patches, or hardware changes. Customers will be notified at least **24 hours in advance** via email or the client portal, where practicable.
- **Typical Duration:** Scheduled maintenance windows typically last between **30 minutes and 2 hours**, depending on the nature of the maintenance activity; where a longer window is anticipated, this will be indicated in the maintenance notice itself.
- **Emergency Maintenance:** In situations involving an active security threat, critical vulnerability, or a risk of imminent service failure, Ceohost may need to perform **emergency maintenance without prior notice**. We will make reasonable efforts to notify affected customers as soon as possible, ideally before or during the maintenance window, and always after the fact if advance notice was not feasible.
- Neither scheduled nor emergency maintenance downtime counts against the uptime guarantee or generates a service credit.

7. Credit Claim Limits

Only **one service-credit claim per distinct downtime incident** will be accepted, per affected account. Multiple tickets or follow-up complaints referencing the same underlying incident will be treated as a single claim for credit-calculation purposes, though we remain happy to keep you updated on the investigation through those communications.

8. Exclusions

This SLA does not apply to, and no service credit will be issued for, downtime caused by:

- Force majeure events (natural disasters, war, government action, widespread internet/power outages, etc.);
- DDoS attacks or other malicious third-party actions beyond our reasonable control;
- Customer-side errors (misconfiguration, plugin/theme conflicts, malware introduced via the customer's own scripts, exceeding resource limits under our Terms of Service);
- Third-party services/APIs not controlled by Ceohost (e.g., a third-party payment gateway, email service, or DNS provider the customer uses independently);
- Scheduled or emergency maintenance under Section 6;
- Suspension due to non-payment, or suspension/downtime resulting from a confirmed violation of our Acceptable Use Policy or Terms of Service — an account responsible for causing its own outage through an AUP violation is not eligible for a credit for that resulting downtime;

- Domain/DNS propagation delays outside our infrastructure;
- Hardware failure on a single-node Dedicated Server specific to that physical machine (see Section 2 note), which is instead handled through hardware replacement rather than a network-uptime credit;
- Isolated, customer-specific issues as described in Section 5.

9. How to Claim a Service Credit

- **Step 1:** Raise a support ticket within **7 days** of the downtime incident, referencing the approximate date/time and duration of the outage.
- **Step 2:** Our team will verify the incident against our internal monitoring and infrastructure logs (see Section 3).
- **Step 3:** If your claim is approved, the applicable service credit (Section 4) will be applied to your account and reflected on your next invoice.
- Claims submitted after the 7-day window, for downtime falling under an exclusion (Section 8), or duplicate claims for an already-credited incident (Section 7), will not be eligible for a credit.

10. Support Response Times

Ticket Priority	First Response Time
Critical (Server/Service Down)	Within 1 hour
High	Within 4 hours
Normal	Within 12 hours
Low	Within 24 hours

11. Monitoring & Transparency

We continuously monitor server and network health across our infrastructure using the methodology described in Section 3. Uptime history and incident status for major outages can be requested from our support team at any time. If Ceohost launches a public status page in the future (e.g., at status.ceohost.in), it will be referenced here and linked from our website as the primary source for real-time incident updates.

12. Relationship to Other Policies

This SLA & Uptime Policy works together with our Terms of Service (Section 15, Server Uptime Disclaimer, and Section 15.1, Server Migration, IP Address & Location Changes) and our Acceptable Use Policy. Where this Policy provides a specific numeric uptime guarantee and credit mechanism, it takes precedence over the general disclaimer language in our Terms of Service for the purpose of calculating service credits.

13. Changes to This Policy

Ceohost reserves the right to modify this SLA & Uptime Policy at any time, at its sole discretion. Material changes affecting existing active customers will be communicated in advance via email and/or a website/portal notification, consistent with our Terms of Service, Section 5.1 (Pricing Changes &

Notification Policy), applied here to SLA terms.

14. Contact Us

For SLA-related queries or to raise a service credit claim, please contact our support team via your client portal or email **support@ceohost.in**, or visit www.ceohost.in/contact.