

## **Service Level Agreement (SLA)**

Service Level Agreement (SLA) will make it clear to you what exactly HostPalace will deliver especially with regards to system uptime. We give you in writing what you can expect in terms of uptime from us.

SLA is a contract that will keep HostPalace accountable towards fulfilling its uptime and availability promises. It will give you additional peace of mind as HostPalace will stand by its SLA promise, come what may. And that too consistently.

### **Web Hosting / Virtual Private Server Deployment :**

1. Web Hosting & Virtual Private Server (VPS) plans are configured for automatic setup once we received payment for the order.
2. For some reason it can hold the setup for manual review if our security system detects the order as potential fraud.

### **Dedicated Server Deployment :**

1. The maximum time we take to deploy a server (available in stock) is 2 Business Hours.
2. If your requirement is for a customized dedicated server (that we do not have currently in stock, or one needing changes/hardware upgrades in server configuration), we may need more time to deliver the server. In such case, we will inform you about the approximate server delivery time at the time of order processing.
3. For some reason it can hold the setup for manual review if our security system detects the order as potential fraud.

### **Hardware Replacement :**

Hardware related issues like Replacing faulty Memory / Disks / PSU / Raid Controller can take between 4 to 12 hours at the most from the time we start investigating.

### **Uptime & Availability :**

1. In our uptime SLA, we ensure that our Datacenter will stay online with 99.98% uptime. In the event of downtime caused by Power Failure, we will credit you 5%-100% of invoice amount depending on the uptime recorded.
2. We do offer Fully Redundant Tier III Network Which includes Multiple Transit and Peering with Automatic failover between Transits and Peers over Redundant Path to ensure 99.99% Uptime.

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### **Terms And Conditions :**

1. HostPalace will use reasonable efforts to resolve problems as quickly as possible. As HostPalace offers this service based on a combination of third party Hardware & Software, HostPalace will not offer any service credits to the Customer in case of non-availability of his web site due to a problem with not having a redundant architecture in their set up. In such cases, HostPalace will work with the customer to remedy problems at the earliest.
2. HostPalace reserves the right to modify the server manufacturer at any time. In the event that HostPalace changes the server manufacturers, Customer is assured that the specifications contracted will remain the same. Customer may contact HostPalace for details pertaining to any other server configurations that might be available.

### **Disclaimer :**

This Agreement is effective from the date on which Order Processing Form (OPF) is placed and Client accepts the terms as mentioned in the Terms of Services (TOS), Acceptable use policy (AUP) and this Service Level Agreement (SLA) which forms part of the OPF. This Agreement is between HostPalace hereinafter referred to as “Service Provider” and the Client and is valid for a term as stated in the OPF. The terms of this Agreement shall apply only to those Services which are referred in the OPF and any Supplemental Services agreed by both the Parties.

HostPalace Web Solution Private Limited reserves the right to change the terms and conditions of this Agreement with respect to the Services to be provided to Client subject to mutual approval.