

## SinceCode Service Level Agreement (SLA)

SinceCode is committed to delivering reliable, high-quality website development and hosting services to all our clients. This Service Level Agreement (“SLA”) applies to all clients using our hosting and maintenance services.

By engaging SinceCode, the Client agrees that measurements and assessments made via our internal systems and support channels will determine any credits or actions related to this SLA. If you believe a credit should be issued under this agreement, please contact us via our support or billing channels.

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### Service Downtime

Service Downtime is defined as any **unplanned interruption** in service availability that prevents the Client from accessing their hosted website or related services. To qualify as downtime, the issue must be verifiably caused by a problem within SinceCode’s infrastructure, hosting environment, or network — and confirmed by a member of the SinceCode team.

Downtime is measured in total minutes per calendar month, starting from the moment of disruption until full service is restored.

SinceCode is not responsible for downtime or disruptions caused by external third-party services, platforms, or software.

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### SLA Credit Eligibility

Clients may request SLA credits if a service remains unavailable for **more than 60 consecutive minutes**.

- For **each full hour of continuous downtime** beyond the initial 60 minutes, the Client is eligible to receive **1% credit** of the affected service’s **monthly bill**, up to a **maximum of 100%** of that month’s value.
- To receive credit, a ticket must be submitted **within 5 business days** of the incident.

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### SLA Exclusions

While we value every client and strive for transparency and fairness, the following circumstances are not eligible for SLA credit or compensation:

- a. **Acts of God** – Downtime due to extreme weather, natural disasters, or events beyond human control at data centres.
- b. **Client-Related Violations** – Any interruption caused by unlawful activities, misuse of services, or breaches of SinceCode's Terms of Service (e.g. DDoS attacks triggered by client content, hosting prohibited material, etc.).
- c. **External Internet Issues** – Problems stemming from the Client's own internet provider or local connection issues.
- d. **Resource Overuse** – Downtime caused by exceeding the allocated resources of the Client's selected hosting plan (e.g. CPU, bandwidth, or storage limits).
- e. **Fraudulent Claims** – Any claim SinceCode deems to be dishonest or deliberately misleading will not be honored.

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## Final Notes

SinceCode reserves the right to update this SLA at any time, with reasonable notice provided to clients. This agreement is in place to ensure clarity, fairness, and mutual understanding of service expectations between SinceCode and our valued clients.

For any questions or SLA-related inquiries, please contact us at [enquiries@sincecode.com](mailto:enquiries@sincecode.com).