

Just199 Hosting

Service Level Agreement

Just199 Hosting Service Level Agreement ("SLA")

Shared & Reseller Hosting

Just199 Hosting guarantees that your website and services that directly affect its display to the Internet (such as HTTP or MySQL) will be accessible 99.9% of the time in any given calendar month.

If we fail to meet our Uptime Guarantee, you will be issued a credit equivalent to one (1) day of service per sixty (60) minutes downtime. The first 60 minutes (or 0.1%) of downtime per month are not counted towards any credit and the maximum credit available is one (1) month of service.

VPS, Cloud, & Dedicated Servers

Just199 Hosting cannot guarantee 99.9% server uptime, but we can guarantee 99.9% network uptime in any given calendar month, for all VPS, Cloud Servers and Dedicated Servers.

If we fail to meet our Uptime Guarantee, you will be issued a credit equivalent to one (1) day of service per sixty (60) minutes downtime. The first 60 minutes (or 0.1%) of downtime per month are not counted towards any credit and the maximum credit available is one (1) month of service.

SLA Terms & Conditions

Credits are available only for future services/invoices and will not be issued as refunds.

All credit requests must be sent no later than the tenth (10th) day of the month following the SLA violation. Credits are issued based on the uptime for the previous calendar month only. For example, if you experienced less than 99.9% uptime in the month of November, you would need to submit your request for credit no later than December 10th. Requests not submitted within the required timeframe will not be accepted - no exceptions.

The following circumstances are not eligible for credit and are specifically excluded from our Uptime Guarantee: Scheduled Maintenance, DDoS or similar attack, hardware failure, third-party software failure, customer fault/error, issues with customer ISP, firewall blocks/bans, or any other circumstance beyond our reasonable control.

Just199 Hosting's SLA policy does NOT apply to services such as: Static IP Addresses, SSL Certificates, Domain Registrations or Domain Transfers.

We reserve the right to deny any credit request for any or no reason.