

Hub Hosting - Service Level Agreement

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1. Preamble

This Service Level Agreement (“SLA”) defines performance standards and operational commitments between Hub Hosting (“Provider”) and its clients (“Client”) regarding service uptime, availability, support responsiveness, and data protection. This SLA is developed in alignment with:

- ISO/IEC 27001:2022 (Information Security Management Systems)
- ISO/IEC 27035:2023 (Information Security Incident Management)
- SOC 2 Type II Trust Service Criteria
- NIS2 Directive (EU 2022/2555)
- GDPR (EU 2016/679)
- Applicable Irish and EU laws

2. Definitions

Uptime: The percentage of total time during which the Services are operational and accessible.

Downtime: Any period during which the Services are unavailable to the Client, excluding scheduled maintenance.

Incident: An event that disrupts or degrades normal service operation.

RTO (Recovery Time Objective): Maximum acceptable duration of service unavailability.

RPO (Recovery Point Objective): Maximum acceptable data loss measured in time.

Maintenance Window: Predefined periods reserved for scheduled service updates or upgrades.

3. Scope of services

This SLA applies to the following service categories provided by Hub Hosting:

- Shared Web Hosting
- Business Cloud VPS & WordPress Cloud VPS
- Cloud Storage Services

It outlines uptime commitments, support expectations, incident response targets, and service restoration protocols for each.

4. Service availability (uptime commitment)

Service Category	Monthly Uptime Commitment
Shared Web Hosting	99.90%
Business Cloud VPS / WordPress Cloud VPS	99.99%
Cloud Storage	99.99%

Uptime Formula:

Uptime (%) = [(Total Minutes – Downtime) / Total Minutes] × 100

Exclusions: Downtime excludes scheduled maintenance, third-party provider outages, force majeure, and issues caused by the Client.

5. Maintenance and scheduled downtime

Routine maintenance may occur between 01:00 – 04:00 UTC. Clients will be notified at least 24 hours in advance for maintenance expected to affect availability.

6. Incident management and response times

Priority Level	Description	Response Time	RTO
Priority 1	Full outage	30 minutes	2 hours
Priority 2	Major degradation	1 hour	4 hours
Priority 3	Partial impact	4 hours	12 hours
Priority 4	Minor issue	8 hours	24 hours

Hub Hosting maintains 24/7 monitoring for all critical systems.

7. Support and escalation

Support is available via:

Client Portal: <https://hub-hosting.com/support>

Email: support@hub-hosting.com

Escalations follow a defined path within the client portal interface and may be initiated directly by the Client.

8. Data protection & security alignment

Hub Hosting aligns its security operations and infrastructure management practices with the following internationally recognized standards and regulatory frameworks:

- ISO/IEC 27001:2022 - Information Security Management Systems

- ISO/IEC 27035:2023 - Information Security Incident Response
- SOC 2 Type II - Trust Services Criteria for Security, Availability, and Confidentiality
- General Data Protection Regulation (GDPR) - Regulation (EU) 2016/679
- NIS2 Directive - Directive (EU) 2022/2555 on cybersecurity

While Hub Hosting may not be legally bound by all frameworks in every jurisdiction, it actively aligns its internal policies, processes, and control implementations to reflect the principles of security by design, risk minimization, and operational resilience.

Server Restoration Policy for Shared Hosting

In the event of a critical service-impacting incident that results in severe corruption or failure of a shared hosting server, requiring complete server reinstallation and restoration from backup, Hub Hosting commits to initiating immediate recovery actions.

Due to the multi-tenant nature of shared hosting environments, the maximum Recovery Time Objective (RTO) is up to 96 hours, depending on:

- The number of client accounts hosted on the affected server
- The size and complexity of the data to be restored
- Network or infrastructure constraints impacting backup replication or restore throughput

Hub Hosting performs daily offsite backups and uses integrity-verified recovery procedures. Clients will receive restoration progress updates every 12 hours via the support portal or email until services are fully recovered.

9. Service credits

If uptime commitments are not met in a given calendar month, the Client may be eligible for service credits upon request:

Availability SLA Breach	Credit (% of Monthly Fee)
< 99.90% (Shared Hosting)	10%
< 99.99% (VPS/Cloud/WordPress)	15%
< 99.99% (Cloud Storage)	15%

Credits are capped at 50% of the monthly service fee and are not refundable in cash.

10. SLA review & updates

This SLA is reviewed annually or when material changes to services, infrastructure, or regulatory requirements occur. Clients will be notified of any updates with at least 30 days' notice.