# Getwebup — Service Level Agreement

The current version is always at https://www.getwebup.in/legal/sla

Version 1.1 · Effective 15 November 2026 · Document owner: Getwebup Operations · Next scheduled review: 26 September 2027

## Service Level Agreement

Shared Hosting · Reseller Hosting · KVM VPS · Dedicated Servers

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| **Document version** | 1.1 |
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| **Supersedes** | Version 1.0, effective 26 September 2026 |
| **Applies to** | All customers with an active covered Service |

**99.95%** monthly uptime commitment per covered Service · **30-minute** first response target for P1 critical incidents, 24 x 7 · up to **100%** of the monthly fee as service credit.

This Service Level Agreement sets out the availability Getwebup commits to for its hosting services, how that availability is measured, what is excluded, and the service credits available when the commitment is not met. It also records support response targets, backup and data protection practices, and the rules for planned maintenance, suspension and termination.

## 1. Purpose and Scope

**1.1** This Service Level Agreement (the "SLA") is entered into between Getwebup, operated by Dev Varshney ("Getwebup", "we", "us"), and the customer identified on the active order or invoice ("Customer", "you").

**1.2** This SLA applies to the following services (each a "Service"): Shared Hosting, Reseller Hosting, KVM VPS, Managed VPS, Dedicated Servers, and the Getwebup control panel, in each case while purchased under an active, paid order.

**1.3** This SLA forms part of, and is governed by, the Getwebup Terms of Service and Acceptable Use Policy (the "AUP"). Where those documents conflict with this SLA on the subject of availability, support targets or service credits, this SLA prevails.

**1.4** This SLA does **not** apply to:

- free trials, beta, preview or promotional services, and any service expressly offered without an SLA;
- domain registration, renewal, transfer and DNS hosted outside the Getwebup network;
- third-party software and licences supplied through Getwebup, including cPanel, Plesk, LiteSpeed, Softaculous, Windows Server, SSL certificates and backup add-ons supplied by third parties, which carry the terms of their respective vendors;
- email deliverability to, acceptance by, or filtering decisions of third-party mail providers; and
- work performed as a one-off professional service, migration or custom engineering request.

## 2. Definitions

| Term | Meaning |
|---|---|
| **Billing Month** | A calendar month during which the Service is active. Where a Service starts or ends mid-month, the Billing Month is the part-month during which it was active. |
| **Downtime** | Any continuous period of 60 seconds or more during which a Service is wholly unavailable, as measured under clause 4 and excluding the events listed in clause 5. Partial degradation, reduced performance and single-feature faults are not Downtime, but are handled as support incidents under clause 8. |
| **Downtime Minutes** | The aggregate of all Downtime in a Billing Month for a given Service, rounded up to the nearest whole minute. |
| **Monthly Uptime Percentage** | The figure calculated for each Service under clause 3.2. |
| **Monthly Fee** | The recurring fee payable for the affected Service for the Billing Month, excluding set-up and installation fees, taxes and government levies, domain fees, third-party licence fees, bandwidth or resource overage charges, and one-off professional services. |
| **Scheduled Maintenance** | Maintenance notified in advance in accordance with clause 10.2. |
| **Emergency Maintenance** | Unplanned maintenance carried out under clause 10.6 to preserve the security, integrity or availability of the platform. |
| **Service Credit** | The credit calculated under clause 6 and applied to the Customer account under clause 7. |
| **Business Hours** | 10:00 to 19:00 India Standard Time (IST), Monday to Saturday, excluding public holidays published by Getwebup. |
| **Business Day** | Any day on which Business Hours occur. |

## 3. Availability Commitment

**3.1** Getwebup commits to a Monthly Uptime Percentage of **99.95%** for each covered Service in each Billing Month.

**3.2** The Monthly Uptime Percentage for a Service is calculated as:

**Monthly Uptime Percentage** = ( ( Total Minutes minus Excluded Minutes minus Downtime Minutes ) / ( Total Minutes minus Excluded Minutes ) ) × 100

where Total Minutes is the number of minutes in the Billing Month and Excluded Minutes is the total of all minutes falling within clause 5 and clause 10.

**3.3** The commitment is measured and applied **per Service**. Where the Customer holds several Services, each is assessed separately.

**3.4** At 99.95%, the maximum permitted Downtime is:

| Period | Total minutes in period | Maximum permitted Downtime |
|---|---|---|
| One day | 1,440 | 43 seconds |
| One week | 10,080 | 5 minutes 2 seconds |
| 28-day month | 40,320 | 20 minutes 10 seconds |
| 30-day month | 43,200 | 21 minutes 36 seconds |

| Period | Total minutes in period | Maximum permitted Downtime |
|---|---|---|
| 31-day month | 44,640 | 22 minutes 19 seconds |
| One year (365 days) | 525,600 | 4 hours 22 minutes 48 seconds |

The commitment is assessed monthly. The daily and weekly figures are shown for guidance only and are not separately enforceable.

## 4. Measurement and Monitoring

**4.1** Availability is measured by the Getwebup monitoring system using automated checks at intervals of no more than 60 seconds, from at least two independent vantage points outside the Getwebup network.

**4.2** A Service is treated as unavailable when two consecutive checks from two different vantage points fail. Downtime starts at the timestamp of the first failed check and ends at the timestamp of the first successful check thereafter.

**4.3** Availability means reachability of the Service at the network and platform layer, tested by ICMP, TCP or HTTP as appropriate to the Service. For KVM VPS and Dedicated Servers it additionally means that the instance or host is powered on and connected to the network, and that the hypervisor, host hardware and upstream Getwebup network are functioning.

**4.4** Getwebup monitoring records are the primary record of availability. Where the Customer provides conflicting evidence from a reputable independent monitoring service, stating check interval, vantage locations and timestamps in IST or UTC, Getwebup will review it in good faith and correct its own determination where the evidence supports doing so.

**4.5** Incidents, their status and post-incident summaries are published on the Getwebup status page at **status.getwebup.in**. Customers are encouraged to subscribe to status notifications.

## 5. Exclusions from Downtime

The following do not count as Downtime and do not give rise to a Service Credit:

- Scheduled Maintenance notified under clause 10.2, and Emergency Maintenance within the limits in clause 10.6.
- Any fault caused by the Customer or the Customer's users, including application code, CMS, themes, plugins, cron jobs, database queries, misconfiguration, or changes made by the Customer or anyone acting with the Customer's credentials.
- Suspension or throttling resulting from the Customer exceeding the CPU, memory, disk, I/O, inode, entry process or bandwidth limits of the purchased plan.
- Suspension under clause 12.1, including suspension for non-payment or breach of the AUP.
- Any failure of software, operating systems or control panels installed, modified or managed by the Customer on an unmanaged VPS or Dedicated Server.
- Faults in networks, systems or equipment outside the Getwebup network, including upstream transit providers, internet exchange points, the Customer's own connectivity, third-party DNS, CDNs, payment gateways, APIs and external mail services.
- Denial-of-service or other attack traffic that exceeds the mitigation capacity stated for the Customer's plan, and null-routing applied to protect the wider platform, provided Getwebup applies mitigation in line with its published practice.

- Any period during which the Customer has not implemented a change, patch or migration that Getwebup notified in writing as required, after a reasonable period to act.
- Force majeure, including natural disaster, fire, flood, epidemic, war, terrorism, civil unrest, strike, failure of public utilities or telecommunications, and any act, order or restriction of a government or regulator.
- Services listed as out of scope in clause 1.4.
- Beta, trial and no-charge use of any feature.

## 6. Service Credits

**6.1** If the Monthly Uptime Percentage for a Service falls below 99.95% in a Billing Month, the Customer is entitled, on a valid claim under clause 7, to a Service Credit calculated as a percentage of the Monthly Fee for that Service.

**6.2** Service Credits are tiered as follows:

| Monthly Uptime Percentage | Equivalent Downtime in a 30-day month | Service Credit (% of Monthly Fee) |
|---|---|---|
| Less than 99.95% but 99.50% or more | Over 21 min 36 sec, up to 3 hr 36 min | 10% |
| Less than 99.50% but 99.00% or more | Over 3 hr 36 min, up to 7 hr 12 min | 25% |
| Less than 99.00% but 95.00% or more | Over 7 hr 12 min, up to 36 hours | 50% |
| Less than 95.00% | More than 36 hours | 100% |

**6.3** Service Credits are calculated separately for each affected Service and applied against the Monthly Fee for that Service only. They are not aggregated across an account.

**6.4** The total Service Credit for any one Service in any one Billing Month shall not exceed **100% of the Monthly Fee** for that Service.

**6.5** Where a Service is billed annually or for a multi-year term, the Monthly Fee is the total prepaid fee for the term divided by the number of months in the term.

**6.6** Service Credits are issued as non-transferable credit to the Customer's Getwebup account or wallet and are applied against the next invoice. They carry no cash value, are not refundable or exchangeable for cash, and expire on termination of the account.

**6.7** No Service Credit is payable in respect of set-up fees, domain registrations or renewals, third-party licences, taxes, overage charges, or professional services.

**6.8** No Service Credit is payable where, at the time of the claim or at the time of the incident, the Customer's account is in arrears or suspended for breach of the AUP.

## 7. Claiming a Service Credit

**Service Credits are not applied automatically.** You must submit a claim within 30 calendar days after the end of the Billing Month in which the Downtime occurred. Claims submitted after that period are waived.

**7.1** Submit claims to sales@getwebup.com, or through a ticket in the Getwebup client area, using the subject line: **SLA Credit Claim - [Service ID] - [Month YYYY]**.

**7.2** A valid claim must include:

- the account number and the identifier of the affected Service (hostname, IP address or VPS ID);
- the date, start time, end time and time zone of each period of claimed Downtime;
- a short description of the impact on the Customer; and
- supporting evidence, such as third-party monitoring reports, traceroutes, error logs or screenshots with visible timestamps.

**7.3** Getwebup will acknowledge a claim within **3 Business Days** and issue a written determination within **15 Business Days** of receiving a complete claim, stating the Monthly Uptime Percentage calculated, the credit tier applied, and the reasoning for any rejection.

**7.4** Approved Service Credits are applied to the Customer account within one billing cycle of the determination.

**7.5** If the Customer disputes a determination, the matter may be escalated in writing to the Getwebup Head of Operations within 15 Business Days of the determination. Getwebup will provide a final response within a further 10 Business Days.

## 8. Support Response Times

**8.1** Support is provided through the channels and hours below:

| Channel | Availability | Use for |
|---|---|---|
| Client area ticket | 24 x 7 x 365 (intake); staffed per priority below | All incidents and requests. The system of record for response-time measurement. |
| Email – support@getwebup.com | 24 x 7 x 365 (intake); creates a ticket | Technical incidents and service requests. |
| Email – sales@getwebup.com | Business Hours | Invoices, renewals, refunds and SLA credit claims. |
| Live chat | Business Hours | Pre-sales and short technical questions. Not a channel of record for P1. |

| Channel | Availability | Use for |
|---|---|---|
| Emergency phone escalation | 24 x 7 for P1 only, after a P1 ticket is raised | Confirmed P1 incidents that remain unacknowledged past target. |

**8.2** Incidents are classified and targeted as follows. Times run from the moment the ticket is received.

| Priority | Definition | First response | Target workaround or resolution | Coverage |
|---|---|---|---|---|
| **P1 Critical** | A Service is wholly unavailable, or data loss or a security compromise is in progress. Production is down with no workaround. | 30 minutes | 4 hours | 24 x 7 |
| **P2 High** | Major degradation or a significant function unusable. Severe performance loss affecting most users. No practical workaround. | 2 hours | 8 hours | 24 x 7 |
| **P3 Normal** | Partial or minor impairment affecting some users or a non-critical function. A reasonable workaround exists. | 8 Business Hours | 3 Business Days | Business Hours |
| **P4 Low** | Question, configuration assistance, documentation request, cosmetic issue or feature request. | 1 Business Day | Best effort | Business Hours |

**8.3** "First response" means a substantive reply from a support engineer who has reviewed the ticket. An automated acknowledgement or ticket-received email does not count as a first response.

**8.4** Priority is assigned by Getwebup acting reasonably, having regard to the Customer's description of impact. A Customer may request re-classification and Getwebup will not unreasonably refuse.

**8.5** Resolution times are **targets, not guarantees**, and are not backed by Service Credits. Where a target is missed, Getwebup will escalate under clause 8.7 and keep the Customer informed at intervals of no more than 60 minutes for P1 and 4 hours for P2 until the incident is resolved.

**8.6** Response and resolution clocks are paused while Getwebup is reasonably awaiting information, access or a decision from the Customer, and resume when the Customer responds.

**8.7** Escalation path for an incident that has passed its target:

| Stage | Owner | Engaged when |
|---|---|---|
| L1 | Support Engineer | On ticket creation. |
| L2 | Senior Systems Engineer | P1 at 1 hour; P2 at 4 hours; or on request. |
| L3 | Support Manager | P1 at 2 hours; P2 at 8 hours; or where the Customer escalates. |
| L4 | Head of Operations | P1 at 4 hours, or any incident open beyond twice its target. |

**8.8** The Customer will provide a named technical contact, reasonable access and information needed to reproduce and diagnose an issue, and will respond to reasonable requests without undue delay.

## 9. Backup, Data Protection and Security

### 9.1 Backup coverage

Backups are provided as set out below. Coverage depends on the plan purchased and on any backup add-on in force.

| Service | Backup schedule | Retention | Included |
|---|---|---|---|
| Shared and Reseller Hosting | Daily automated full account backup | 7 daily copies | Included |
| Managed VPS | Nightly full-server backup with the backup add-on | As per add-on | Add-on |
| KVM VPS (unmanaged) | Nightly full-server backup with the backup add-on | As per add-on | Add-on |
| Dedicated Servers | Customer-managed unless a backup add-on is purchased | As per add-on | Add-on |

### 9.2 Recovery objectives

Where backups are included or an add-on is in force:

| Objective | Target | Meaning |
|---|---|---|
| RPO – Recovery Point Objective | 24 hours | The maximum period of data change that may be lost in a restore from the most recent successful backup. |
| RTO – Recovery Time Objective | 8 hours | The target time to complete a restore, measured from acceptance of a valid restore request. |
| Restore requests | 1 free per Service per calendar month | Additional restores may attract a fee, notified before work begins. |

**Backups are a convenience, not a substitute for your own backups.** Getwebup makes reasonable efforts to maintain and verify backups, but does not warrant that any backup will be complete, uncorrupted or restorable. The Customer remains responsible for maintaining independent, off-platform backups of all data the Customer cannot afford to lose. Getwebup's liability for any failure of backup or restore is limited as set out in clause 13.

### 9.3 Data ownership

The Customer owns all content, data and databases the Customer stores on the Services. Getwebup processes that data only as needed to provide, secure, bill and support the Services, and on the Customer's documented instructions.

### 9.4 Data location

Customer data is stored in Getwebup's data centre facilities in India unless a different region is selected by the Customer at the point of order.

### 9.5 Security measures

Getwebup maintains, at minimum:

- encryption in transit using TLS 1.2 or later for the control panel, client area and all administrative access;
- encryption at rest for backup archives held on Getwebup-managed storage;
- network-level firewalling, intrusion detection and volumetric DDoS mitigation at the network edge;
- multi-factor authentication available on the client area and control panel, and mandatory for all Getwebup staff with administrative access;
- role-based, least-privilege staff access granted only on a need-to-know basis, reviewed quarterly and logged;
- security patching of Getwebup-managed hypervisors, host operating systems and control panels within 30 days of a vendor release, or within 7 days for vulnerabilities rated critical; and
- segregation of each Customer's environment from that of every other Customer.

### 9.6 Breach notification

Getwebup will notify the Customer's registered contact without undue delay, and in any event within **72 hours** of confirming a security incident that has, or is reasonably likely to have, compromised the confidentiality, integrity or availability of that Customer's data. The notice will describe what is known, the categories of data affected, the steps taken, and recommended Customer action, and will be updated as the investigation progresses.

### 9.7 Data on termination

On termination or expiry of a Service, Customer data is retained for **30 calendar days**, during which the Customer may request an export in a standard format. After that period the data and all backup copies are securely and irreversibly erased on the normal backup rotation cycle. Data in accounts terminated for breach of the AUP may be erased immediately where required for legal or security reasons.

## 10. Scheduled and Emergency Maintenance

**10.1** The standard maintenance window is **00:00 to 06:00 IST**. Getwebup will schedule interrupting work inside this window wherever reasonably practicable.

**10.2** Getwebup will give notice of Scheduled Maintenance expected to interrupt a Service:

- at least **72 hours** in advance where the expected interruption is 30 minutes or less; and
- at least **7 calendar days** in advance where the expected interruption is more than 30 minutes.

**10.3** Notice is given by email to the Customer's registered technical contact and published on the status page. Notices state the window, the expected duration and the Services affected.

**10.4** Scheduled Maintenance that falls within the notified window and does not exceed the notified duration is excluded from Downtime. Any overrun beyond the notified duration counts as Downtime from the moment of overrun.

**10.5** Scheduled Maintenance causing interruption will not exceed **8 hours** in aggregate in any Billing Month. Time beyond that limit counts as Downtime.

**10.6** Getwebup may carry out Emergency Maintenance without the notice periods in clause 10.2 where it is reasonably necessary to preserve the security, integrity or availability of the platform, including to apply a critical security patch or to respond to a hardware or network failure. Getwebup will give as much notice as is practicable in the circumstances. Emergency Maintenance is excluded from Downtime up to **4 hours** in aggregate in any Billing Month; time beyond that limit counts as Downtime.

**10.7** Getwebup will publish a post-incident summary on the status page within 5 Business Days of any incident that caused more than 60 minutes of Downtime across multiple Customers.

## 11. Customer Responsibilities

The commitments in this SLA are conditional on the Customer:

- paying all invoices by the due date and keeping the account in good standing;
- keeping registered contact details, including the technical and billing email addresses, accurate and monitored;
- complying with the AUP and with all applicable law;
- securing its own credentials, applications, code and third-party components, and applying updates to software the Customer controls;
- operating within the resource limits of the purchased plan and upgrading where usage consistently approaches those limits;
- maintaining independent backups as described in clause 9.2;
- reporting incidents promptly through a channel of record, with the information needed to diagnose them; and
- acting within a reasonable period on any change, patch or migration that Getwebup notifies in writing as required.

## 12. Suspension and Termination

### 12.1 Suspension by Getwebup

Getwebup may suspend a Service where: an invoice remains unpaid 7 calendar days after written notice of non-payment; the Customer breaches the AUP; the Service is compromised, or is being used to attack, spam or otherwise harm third parties; or suspension is required by law or by a competent authority. Except where immediate suspension is necessary to prevent harm, Getwebup will give notice and, where practicable, an opportunity to remedy. Periods of suspension under this clause are excluded from Downtime.

### 12.2 Chronic failure

If, for any single Service, the Monthly Uptime Percentage is below 95.00% in three consecutive Billing Months, or below 99.00% in any four Billing Months within a rolling 12-month period, the Customer may terminate that Service by written notice given within 30 days of the last such month. On such termination the Customer will not be charged any early-termination fee and will receive a pro-rata refund of fees prepaid for the unused remainder of the term, in addition to any Service Credits already accrued.

### 12.3 Termination for convenience

Either party may terminate a Service in accordance with the Getwebup Terms of Service. This SLA terminates automatically with the last covered Service.

### 12.4 Effect of termination

Clause 9.7 governs the handling of Customer data. Accrued Service Credits that have not been applied to an invoice lapse on termination and are not paid in cash.

## 13. Limitations and Sole Remedy

**13.1** Service Credits under clause 6, together with the termination right in clause 12.2, are the Customer's **sole and exclusive remedy** for any failure by Getwebup to meet the Availability Commitment or any support target in this SLA.

**13.2** Getwebup is not liable for indirect, special, incidental or consequential loss, or for loss of profit, revenue, business, goodwill, anticipated savings or data, arising out of or in connection with any failure to meet this SLA.

**13.3** Nothing in this SLA excludes or limits any liability that cannot be excluded or limited under applicable law, including liability for death or personal injury caused by negligence or for fraud.

**13.4** Any aggregate liability cap in the Getwebup Terms of Service continues to apply and is not increased by this SLA.

## 14. Changes to this SLA

**14.1** Getwebup may amend this SLA on 30 calendar days' written notice to the Customer's registered contact, with the revised version published on the Getwebup website.

**14.2** Where an amendment is materially adverse to the Customer, the Customer may terminate the affected Service without penalty by written notice given before the amendment takes effect, and will receive a pro-rata refund of prepaid unused fees.

**14.3** Continued use of a Service after the effective date of an amendment constitutes acceptance of it.

**14.4** Version history:

| Version | Date | Summary of change | Approved by |
|---|---|---|---|
| 1.0 | 26 September 2026 | Initial release. | Getwebup Operations |
| 1.1 | 11 October 2026, effective 15 November 2026 | Clause 9.1: backups on Managed VPS move from included to the backup add-on, and the KVM VPS (unmanaged) row describes that add-on rather than a weekly image. | Getwebup Operations |

## 15. Contact and Escalation

| Purpose | Contact | Hours |
|---|---|---|
| Technical support and incidents | Client area ticket, or support@getwebup.com | Per clause 8.1 |
| SLA credit claims and billing | sales@getwebup.com | Business Hours |
| Formal escalation | escalations@getwebup.com, marked for the Head of Operations | Business Hours |
| Security incidents and disclosures | security@getwebup.com | 24 x 7 monitored |
| Service status and incident history | status.getwebup.in | 24 x 7 |
| Registered office | Near Petrol Pump, Hathras Junction, Hathras, Uttar Pradesh 204102 | – |

## Annex A. Quick Reference

This annex summarises the commitments in this SLA. It is provided for convenience only; in the event of any inconsistency the numbered clauses above prevail.

| Commitment | Value | Clause |
|---|---|---|
| Monthly uptime | 99.95% per Service, per Billing Month | 3.1 |
| Permitted downtime | 21 min 36 sec in a 30-day month | 3.4 |
| Measurement | 60-second checks, two or more external vantage points | 4.1 |
| Credit tier 1 | 10% of Monthly Fee below 99.95% | 6.2 |
| Credit tier 2 | 25% of Monthly Fee below 99.50% | 6.2 |
| Credit tier 3 | 50% of Monthly Fee below 99.00% | 6.2 |
| Credit tier 4 | 100% of Monthly Fee below 95.00% | 6.2 |
| Credit cap | 100% of the Monthly Fee for the affected Service | 6.4 |
| Claim deadline | 30 calendar days after the end of the Billing Month | 7.1 |
| Claim determination | Acknowledged in 3 Business Days; decided in 15 | 7.3 |
| P1 first response | 30 minutes, 24 x 7 | 8.2 |
| P2 first response | 2 hours, 24 x 7 | 8.2 |
| P3 first response | 8 Business Hours | 8.2 |
| P4 first response | 1 Business Day | 8.2 |
| Backup RPO / RTO | 24 hours / 8 hours | 9.2 |
| Breach notification | Within 72 hours of confirmation | 9.6 |
| Data retention after termination | 30 calendar days, then secure erasure | 9.7 |
| Maintenance window | 00:00 to 06:00 IST | 10.1 |
| Maintenance notice | 72 hours, or 7 days if over 30 minutes | 10.2 |

| Commitment | Value | Clause |
|---|---|---|
| Maintenance cap | 8 hours scheduled, 4 hours emergency, per month | 10.5, 10.6 |
| Termination for chronic failure | Below 95% for 3 consecutive months | 12.2 |

## Acceptance

This SLA is incorporated into the Getwebup Terms of Service and applies automatically to every covered Service. A signature is required only where the parties have agreed a negotiated or enterprise variant of this document.

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Getwebup · GSTIN 09COVPV1278Q1ZH

Near Petrol Pump, Hathras Junction, Hathras, Uttar Pradesh 204102

https://www.getwebup.in