



Hosting and Service Level Agreement

Agreement _____ · Date _____

1. Parties

This agreement is between **PandaDev** ("the Studio", support@pandadevhub.com) and _____ ("the Client", _____). It describes the hosting and support included in the Client's monthly plan of _____ **per month**.

2. Hosted services

- _____
- _____
- _____
- _____

3. Uptime target

The Studio aims for **99.5% monthly uptime** for the hosted services, measured by an external monitor checking every 5 minutes. Uptime does not count:

- planned maintenance announced at least 48 hours ahead, done outside business hours where possible (at most 4 hours a month);
- outages of the hosting provider, domain registrar, payment or email services outside the Studio's control;
- problems caused by changes made by the Client or anyone else without the Studio's agreement;
- attacks that the hosting provider's protections could not stop.

4. Backups and recovery

- Daily backups of databases and uploaded files, kept for **14 days**, stored separately from the live server.
- Recovery target: the site or app is restored from the latest backup within **1 business day** of a major failure.
- The Client may ask for a copy of the latest backup once a month at no charge.

5. Security and updates

Security updates for the server, framework and dependencies are applied at least once a month, and within **2 business days** for critical issues. SSL certificates are renewed automatically.

6. Support response times

Priority	Example	First response	Target fix or workaround
Critical	Site or app down, data at risk	4 business hours	1 business day
High	A main feature does not work	1 business day	3 business days

Normal	Questions, small problems	2 business days	Next scheduled update
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Business hours are Monday to Friday, 9:00 to 17:00 in the Studio's time zone, excluding public holidays. Support requests go to support@pandadevhub.com.

7. Service credits

If monthly uptime falls below the target for reasons within the Studio's control, the Client may claim a credit on the next monthly invoice:

Monthly uptime	Credit
99.0% to below 99.5%	10% of that month's fee
98.0% to below 99.0%	25% of that month's fee
Below 98.0%	50% of that month's fee

Credits must be claimed within 30 days and are the Client's only remedy for missed uptime.

8. The Client's part

The Client keeps their own account details safe, tells the Studio promptly about problems, and does not install code or plugins on the hosted service without agreement.

9. Term

This agreement runs with the Client's monthly plan: a **minimum of 6 months**, then month to month with **30 days' written notice** to cancel. On cancellation the Studio provides the latest backup and helps move the service for up to 2 hours at no charge.

10. General

It is governed by the laws of the place where the Studio is registered. Electronic signatures are binding.

Signatures

CLIENT Name: Date:	FOR THE STUDIO Name: Date:
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