

Service Level Agreement

Last Updated: 25/08/2025

At TallDwarf Hosting, we aim to provide our clients with reliable, high-performance services and strive for 100% uptime across our network. This Service Level Agreement (SLA) outlines the terms under which service credits may be issued if availability falls below our guaranteed levels.

This SLA applies to all shared hosting services unless otherwise stated. By using our services, you agree that TallDwarf Hosting's monitoring systems and support team will be the sole authority in determining service availability.

Service Availability and Downtime

Downtime is defined as any period in which a client's service is full unreachable due to an issue within TallDwarf Hosting's infrastructure or network, as verified by our team. Downtime is calculated as the total accumulated minutes of unplanned service interruption during a calendar month.

Please note interruptions caused by third-party hardware or software failures outside of our control do not count as downtime under this SLA.

SLA Credit

If a service remains unreachable for more than **five (5) consecutive minutes**, SLA credits may be issued as follows:

- For every full hour of downtime (beyond the initial 5 minutes), the client is eligible for 1% credit of the affected service's monthly fee.
- Credits are capped at **100% of the monthly value**

To request SLA credit, clients must open a billing ticket within **7 days** of the start of the incident.

SLA Exclusions

Certain events are outside the scope of this SLA. Credits will not be issued for if downtime is caused by:

- Acts of God; natural disasters, extreme weather at data centres and or any other means defined by legislation will not be covered.
- Any unlawful activities against the client and or caused by the client. These include but are not limited to; DDOS attacks, server illegal activities and terminations.
- Internet unavailability due to client issues; In the event of the client's own internet and or uptime is interrupted, not caused by TallDwarf Hosting.
- And/or exceeding resources allocated to the client's plan.
- If TallDwarf Hosting believes the SLA claim to be fraudulent.