



Credible Host is a brand of Credible Brands · Harare, Zimbabwe · credible.host

LEGAL DOCUMENT

Service Level Agreement

Availability, support response times and service credits

REFERENCE	CH-LEG-005
VERSION	1.0
EFFECTIVE DATE	27 October 2026
ISSUED BY	Credible Brands (Credible Host)
CONTACT	support@credible.host · +263 772 519 128

This document is published at credible.host/legal. The online version is the official version.

DOCUMENT CONTROL

Document	Service Level Agreement
Reference	CH-LEG-005
Version	1.0
Effective date	27 October 2026
Issued by	Credible Brands (trading as Credible Host), Harare, Zimbabwe
Official version	The version published at credible.host/legal prevails over any printed or downloaded copy.

This Service Level Agreement sets out the availability we commit to for our hosting and email services, how quickly we respond to support requests, how we handle maintenance, and the service credits you receive if we fall short. It forms part of our Terms of Service.

CONTENTS

1.	Scope	2
2.	Definitions	2
3.	Availability commitment	2
4.	How availability is measured	3
5.	Service credits	3
6.	Claiming a credit	4
7.	Exclusions	4
8.	Maintenance	4
9.	Support and response times	5
10.	Backups and restores	5
11.	Your responsibilities	5
12.	General	6

1. Scope

- 1.1 This Service Level Agreement (**SLA**) applies to customers with an active, paid and fully paid-up subscription to the following services from Credible Brands, trading as Credible Host (**we, us**): shared and reseller web hosting, WordPress and Windows (ASP.NET) hosting, business email hosting, and VPS hosting (the **Covered Services**).
- 1.2 This SLA does not apply to free trials, free or promotional services provided at no charge, domain name registration (which depends on the relevant registry), SSL certificates issued by third-party certificate authorities, or services that are suspended under our Terms of Service.
- 1.3 This SLA forms part of, and should be read with, our Terms of Service. If they conflict on service levels, this SLA applies.

2. Definitions

Term	Meaning
Availability	The percentage of minutes in a calendar month during which a Covered Service is available, excluding Excluded Downtime.
Downtime	A period of at least 5 consecutive minutes during which a Covered Service cannot be reached or does not respond, as measured under section 4.
Excluded Downtime	Downtime caused by any of the events listed in section 7, including scheduled maintenance.
Monthly Fee	The fee for the affected Covered Service for the month in which the Downtime occurred. For services billed annually or for another period, the fee divided by the number of months in that period.
Service Credit	A credit to your Credible Host account, calculated under section 5.
Business Hours	08:00 to 17:00, Monday to Friday, and 08:00 to 13:00 on Saturday, Central Africa Time (CAT), excluding public holidays in Zimbabwe.

3. Availability commitment

We commit to the following monthly Availability for each Covered Service:

Covered Service	Monthly target	What is covered
Web hosting (shared, reseller, WordPress, Windows)	99.9%	The web server responding to requests for your website, and access to the control panel.
Business email hosting	99.9%	Sending and receiving email, and access to webmail.

Covered Service	Monthly target	What is covered
VPS hosting	99.9%	The host server and network being available to your VPS. The operating system and software inside an unmanaged VPS are your responsibility.

A 99.9% monthly target allows for about 43 minutes of Downtime in a 30-day month, not counting Excluded Downtime.

4. How availability is measured

- 4.1 Availability is measured by our monitoring systems, which check each server and its core services (web, email and control panel) at intervals of no more than 5 minutes from outside the server.
- 4.2 Availability is calculated per Covered Service as: $(\text{total minutes in the month} - \text{Downtime minutes}) \div \text{total minutes in the month} \times 100$.
- 4.3 Our monitoring records are the reference for Availability. If you believe they are wrong, you may provide your own monitoring records with your claim, and we will review them in good faith.
- 4.4 Problems that affect only your website or mailbox, while the server itself is available, are not Downtime under this SLA. Examples include errors in your website code, a plugin conflict, or a full mailbox. We will still help you resolve them under section 9.

5. Service credits

- 5.1 If a Covered Service falls below its monthly target, you are entitled to a Service Credit on the Monthly Fee for that service, as follows:

Monthly Availability	Service Credit
Below 99.9% but at least 99.5%	10% of the Monthly Fee
Below 99.5% but at least 99.0%	25% of the Monthly Fee
Below 99.0%	50% of the Monthly Fee

- 5.2 Service Credits are applied to your Credible Host account and can be used against future invoices. They are not paid out in cash and cannot be transferred.
- 5.3 The total Service Credit for any one month is capped at 50% of the Monthly Fee for the affected service.
- 5.4 Service Credits are your only remedy for failing to meet the availability targets in this SLA, except where the law provides otherwise.

6. Claiming a credit

- 6.1 To claim a Service Credit, open a support ticket in the client area, or email support@credible.host, within **14 days** after the end of the month in which the Downtime occurred.
- 6.2 Your claim should include the affected service or domain, and the dates and approximate times of the Downtime.
- 6.3 We will review your claim and respond within 10 business days. Approved credits are applied to your account within that time.
- 6.4 Your account must be in good standing, with no overdue invoices, for a credit to be applied.

7. Exclusions

The following are Excluded Downtime and do not count towards Availability or Service Credits:

- 7.1 scheduled maintenance carried out in line with section 8, and emergency maintenance needed to fix a critical security vulnerability;
- 7.2 problems caused by you, your users or your software, including website code, plugins, themes, scripts, configuration changes you made, or exceeding your plan's resource limits;
- 7.3 suspension of your service under our Terms of Service or Acceptable Use Policy, including for non-payment or abuse;
- 7.4 distributed denial-of-service (DDoS) attacks and other malicious attacks on our network, where we take reasonable steps to mitigate them;
- 7.5 failures of third parties outside our reasonable control, including domain registries, DNS propagation on the wider internet, internet service providers, upstream carriers and national internet infrastructure;
- 7.6 problems with your own internet connection, devices or local network; and
- 7.7 events outside our reasonable control, such as natural disasters, fire, flood, war, civil unrest, government action, or national power or internet disruptions.

8. Maintenance

- 8.1 **Scheduled maintenance.** We give at least **48 hours' notice** of scheduled maintenance that is expected to cause noticeable downtime, by email, in the client area or on our status channels.
- 8.2 **Maintenance window.** Scheduled maintenance is carried out between 22:00 and 05:00 CAT wherever possible, and normally lasts no more than 4 hours in total per month.
- 8.3 **Emergency maintenance.** Urgent work to fix a critical security issue or prevent a wider outage may be done without notice. We will inform affected customers as soon as

possible afterwards.

9. Support and response times

- 9.1 **Channels.** Support is available through support tickets in the client area, email at support@credible.host, live chat on our website, and phone or WhatsApp on +263 772 519 128. Support tickets are the best way to report problems, because they keep a full record.
- 9.2 **Response targets.** We aim to respond to support requests within the following times. A response means a reply from a member of our team acknowledging the issue and starting work on it, not necessarily a full resolution.

Priority	Examples	First response target
Critical	Service completely down; website, email or VPS unreachable for all users	1 hour , any day
High	A major feature not working, such as email not sending or the control panel unavailable	4 Business Hours
Normal	General technical questions, configuration help, DNS changes	1 business day
Low	Billing questions, account changes, feature requests	2 business days

- 9.3 We assign the priority based on the impact of the issue. Please describe the problem clearly so we can prioritise it correctly.
- 9.4 Support covers the services we provide. It does not include designing, coding or fixing your website, or supporting third-party software, unless you have ordered that as a separate service.

10. Backups and restores

- 10.1 We keep backups of your data only if you subscribe to a Credible Host backup plan. Without a backup plan, you are responsible for your own backups, using the tools in your control panel.
- 10.2 Where you have a backup plan, we aim to start a requested restore within **1 business day**. The time to complete it depends on the size of the data.

11. Your responsibilities

To help us meet these service levels, you agree to:

- 11.1 keep your contact details up to date, so we can reach you about maintenance and incidents;
- 11.2 keep your website software, plugins and themes up to date and secure;

- 11.3 report problems promptly through a support ticket, with enough detail for us to investigate; and
- 11.4 keep your own copies of important data, especially if you do not have a backup plan.

12. General

- 12.1 We may update this SLA from time to time. We will give at least 30 days' notice of any change that reduces your service levels or credits.
- 12.2 This SLA is governed by the laws of the Republic of Zimbabwe.

Support and credit claims	support@credible.host
Phone and WhatsApp	+263 772 519 128
Client area	my.credible.host

— END OF DOCUMENT —