

Service Level Agreement (SLA)

Last Updated: 14 March 2026

Company Registration Number: 17091516

ICO Registration: Pending

1. Overview

This Service Level Agreement (“SLA”) defines the service availability commitments provided by **Zentrix Hosting Ltd** (“Zentrix Hosting”, “we”, “us”, or “our”) to customers using our hosting services.

This SLA forms part of the Terms of Service and applies to:

- Web hosting
- VPS hosting
- Game server hosting
- Bot hosting
- Infrastructure hosting services

2. Service Availability Commitment

Zentrix Hosting aims to maintain a **99.9% network and infrastructure uptime** measured on a monthly basis.

This uptime commitment applies to the **availability of core network connectivity and power to customer infrastructure**.

Uptime is calculated as:

Total minutes in the month – downtime minutes ÷ total minutes in the month

3. Scheduled Maintenance

From time to time, Zentrix Hosting may perform scheduled maintenance to ensure platform stability and security.

Maintenance may include:

- hardware replacement
- security patching
- infrastructure upgrades
- network improvements

Where possible, maintenance windows will be announced in advance.

Scheduled maintenance periods **do not count as downtime** under this SLA.

4. Exclusions

The uptime guarantee does not apply to downtime caused by factors outside our control, including but not limited to:

- customer misconfiguration
- software issues within customer applications
- DDoS attacks or malicious traffic
- actions performed by the customer
- third-party software failures
- internet routing issues outside our network
- force majeure events
- scheduled maintenance

These exclusions are standard across hosting providers.

5. Service Credits

If Zentrix Hosting fails to meet the 99.9% uptime commitment in a given calendar month, customers may request a **service credit** as compensation.

Service credits are calculated as follows:

Credits apply to the **affected service only**.

6. Claiming Service Credits

To request a service credit:

- The customer must submit a support ticket.

- Requests must be submitted within **7 days of the incident**.

- The ticket must include relevant information about the outage.

Zentrix Hosting will review monitoring data to verify the claim.

If approved, the service credit will be applied to the customer's account balance.

Service credits:

- cannot be exchanged for cash

- cannot exceed the value of the affected service

7. Monitoring and Measurement

Service availability is measured using **internal infrastructure monitoring systems** operated by Zentrix Hosting.

Monitoring systems track:

- network connectivity

infrastructure health
service availability

Our internal monitoring data is considered authoritative when determining SLA compliance.

8. Limitation of Liability

This SLA defines the **sole and exclusive remedy** for service availability issues.

Zentrix Hosting's liability relating to service downtime is limited to the service credits described in this agreement.

9. Changes to the SLA

Zentrix Hosting may update this SLA periodically.

The most recent version will always be available on our website.

Continued use of services constitutes acceptance of the updated SLA.

Contact Information

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Authorised by

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Zentrix Hosting Ltd

Monthly Uptime	Credit
99.9% or greater	No credit
99.0% – 99.89%	5% service credit
98.0% – 98.99%	10% service credit
Below 98.0%	20% service credit