

Shujaa Host – Web Hosting Service Level Agreement (SLA)

Effective Date: 01/07/2019

1. Purpose

This Service Level Agreement (SLA) defines the standards, commitments, and responsibilities between Shujaa Host and its customers regarding the provision of web hosting services in Kenya.

2. Services Covered

This SLA applies to Shared Hosting, VPS Hosting, Dedicated Hosting, Domain Management & DNS, Email Hosting, and Cloud Hosting Solutions.

3. Service Availability

Shujaa Host guarantees 99.9% network uptime per calendar month. Downtime excludes scheduled maintenance (24h prior notice), force majeure, customer errors, or third-party software issues.

4. Support Commitments

Support Channels: Email, Live Chat, Support Tickets, WhatsApp Messaging.
Hours: 24/7/365. Response Times: Critical – 30 min, High – 2 hrs, General – 12 hrs.

5. Data Backup & Recovery

Weekly backups are performed and retained for 30 days. Customers may request restoration anytime. Independent backups are recommended.

6. Security Commitments

Includes firewalls, DDoS protection, system patching, secure data centers. Customers must maintain strong passwords, secure apps, and comply with Kenya's Data Protection Act 2019.

7. Customer Responsibilities

Customers must keep information up to date, comply with Kenyan law, and avoid abusive/illegal activities.

8. Termination

Shujaa Host may suspend/terminate for violations. Customers may terminate with 48-hour notice.

9. Liability

Liability limited to service credits. No indirect or consequential damages.

10. Governing Law

This SLA is governed by the laws of the Republic of Kenya. Disputes resolved through arbitration under Kenyan law.

11. Acceptance

By using Shujaa Host services, the customer acknowledges and accepts this SLA.

Provider Representative: Johnson L Mbayi

Customer: _____