Statement of Support – Cloud Hosting

The following document is a written outline of support expectations for ALL cloud hosting plans as of May 1st, 2025. If you have a cloud server, and enterprise hosting, you are governed by the statement of support for enterprise hosting.

Cloud hosting is meant to be used for mission-critical websites, with customers having intermediate levels of server knowledge. If you are needing a fully supported managed service, not just server, cloud hosting is not for you.

- As a cloud hosting customer, you are entitled to support 24 hours a day, 7 days a week, 365 days a year via phone/email/ticket.
- On June 1st, 2025, the current support phone number will be retired. You will receive a new dedicated phone number via email. We only return phone calls when voicemails are left. If all phone agents are on the line, you will receive a call back within 3 hours in most situations, 24 hours in an extremely busy period.
- What are critical issues – your server does not ping, or all sites on server are down.
  One site being down does not constitute a critical issue.
- For anything other than the server being down, you will need to open a new ticket. We will not troubleshoot other issues over the phone.

Response time objective for our cloud customers is generally 3-6 hours but may go up to 10 hours at peak times.

As the provider, we are responsible for monitoring the ping of the server. We also ensure that the **server** itself remains safe and secure. If your website configuration corrupts, and/or your site itself becomes hacked, this is not the responsibility of Hostek, as your provider. We will give a "best effort" to assist, in the timeframes listed above, when we are able. However, we cannot guarantee a resolution on our end.

You can purchase, for $10/monthly per resource/URL, additional monitoring to be done by our staff.

As the provider, we are also responsible for maintaining the backups of the server. The backups kept on cloud servers are as follows;

A backup is taken daily, and 13 retention copies are kept. This means that at any given time, there is a backup available for each of the previous 14 days. On day 15, the 14th days backup is removed to make room for the new daily backup.

Custom backup solutions are available, contact sales@hostek.com for more information.

PLEASE NOTE: While we have every possible monitoring system in place and have dedicated staff to our backup systems, things do happen. Backups are NEVER guaranteed. It is the responsibility of the client to keep an off-site backup company in a disaster recovery scenario.

PCI compliance / certifications is / are possible on cloud hosting platforms. There is an upfront & non-refundable cost of $250 for assistance with PCI compliance questionnaires. We will then make recommendations to ensure your compliance and will alter the server to meet those standards. Altering your software to meet PCI compliance needs is outside the scope of our support, and if you're unable to alter your

software, the PCI compliance assistance fee will not be refunded. Simply modifying server configuration for PCI compliance (without filling out questionnaires) is a free service.

Hostek is unable to assist with the software you install on your website in any way, shape or form. Auto installers are provided, but please note, these can and do fail from time to time due to updates/upgrades. Hostek does not provide these as a guarantee at any time.

Vendor support – Hostek uses a number of 3rd party vendors to augment our shared hosting platform. Vendors may have differing Service Level Objectives which may alter resolution times.
This means if a 3rd party vendor service is experiencing an issue or fault, we may need to request support from them. We will set your expectations in each of these scenarios during the support process.

WCP Control Panel – WCP is our in-house built and developed proprietary control panel. Should an issue arise with the control panel our development team will be called upon. Our development team will do all they can to resolve reported issues in good time. Should a feature be missing or requested please inform us, as a proprietary control panel we can add features upon request. We will set your expectations in each of these scenarios during the support process.

Cloud hosting customers can purchase priority support for $100/month PER SERVER. This upgrade gives you;

- Access to phone support for your website itself being down, even if the server is not, with a goal of resolution of 15 minutes via live chat/phone.
- Access to general 1-3 hour response times on tickets, with the maximum goal of 8 hours on the weekends.
- ONE website URL monitored by our team for "down" events.