



Service Level Agreement (SLA)

17122659 Canada Inc. Operating as **Modern Web Solutions**

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MWS

1. Introduction

This SLA describes our commitment to service quality for hosting, DNS, and ongoing website support clients.

2. Uptime Guarantee

- We aim to provide **99.9% uptime** for all hosting and DNS services.
- Planned maintenance will be communicated in advance whenever possible.

3. Support Response Times

- **Urgent issues (site outage, DNS failure):** First response within 2 hours during business hours.
- **High priority (security issues, major errors):** First response within 4 business hours.
- **General requests (updates, questions):** Response within 1 business day.

4. Client Responsibilities

- Keep all account credentials secure.

- Provide accurate contact information for support and notifications.
- Notify us promptly of any suspected issues.

5. Limitations

While we strive for reliability, we cannot guarantee uptime in cases of:

- Force majeure (events outside our control such as natural disasters or internet outages).
- Failures caused by third-party services not under our management.