

## Statement of Support – Enterprise Hosting

The following document is a written outline of support expectations for ALL enterprise hosting plans as of May 1<sup>st</sup>, 2025.

Enterprise Hosting is meant to be used for complex setups such as load balancers, failover, clustered solutions, and more. While we manage the entirety of the setup for you, intermediate server knowledge is needed on the customer level. For a fully managed SERVICE (not just server/setup), please contact us to discuss an MSP solution.

- As an enterprise 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 1<sup>st</sup>, 2025, the current support phone number will be retired. Your enterprise email/phone # are not changing in any way.
- For anything other than the site/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 enterprise customers is generally 1-3 hours but may go up to 6 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. We include one of these for free with enterprise hosting as well.

As the provider, we are also responsible for maintaining the backups of the server. The backups kept on enterprise solutions is customized per customer. Please contact the team if you have questions or need alterations.

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 scenario.

PCI compliance / certifications is / are possible on cloud hosting platforms. There is an upfront & non-refundable cost of \$100 for assistance with PCI compliance. 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 3<sup>rd</sup> party vendors to augment our shared hosting platform.

Vendors may have differing Service Level Objectives which may alter resolution times.

This means if a 3<sup>rd</sup> 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.