

Laius Group Service Level Agreement (SLA)

Effective Date: June 26, 2025

Last Reviewed: June 28, 2025

This Service Level Agreement ("SLA") outlines the service standards and commitments Laius Group ("we," "our," or "the Company") provides to its customers ("you" or "the Client") for all hosting and digital services, including but not limited to website hosting, cloud storage, email, and domain management.

1. Scope of Services

Laius Group offers professional digital services including website design, hosting, cloud storage (Laius Space), email services (Laius Echo), domain management, marketing services, and storefront template sales. Hosting services provided under this SLA include hosting of websites designed by Laius Group or approved third-party projects.

2. Service Availability & Uptime Commitment

Laius Group commits to maintaining an uptime of **99.9%** on its digital services, measured monthly. Scheduled maintenance windows, communicated in advance, are excluded from uptime calculations.

In the event that uptime falls below the 99.9% threshold within a monthly measurement period, Laius Group will apply compensation to affected Clients as follows:

Downtime Duration (per month)	Compensation
Below 10 minutes	5% service credit on next billing cycle
11 to 30 minutes	15% service credit on next billing cycle
31 to 43 minutes	30% service credit on next billing cycle
44 minutes and above	One (1) free month of service

3. Support & Incident Response

We provide customer support via email during standard business hours (Monday to Friday, 9 AM – 5 PM local time in Amsterdam). Critical incidents reported outside these hours will be addressed as soon as possible. Please note that response times may be longer outside of standard business hours, on holidays, or when the support team is unavailable due to exceptional circumstances. Normal response times are as follows:

- Critical incidents (service down): Response within 3 hours

- High priority (partial outage): Response within 6 hours
- Normal priority (general inquiries): Response within 24 hours

4. Data Backup & Recovery

We maintain regular backups of hosted services as outlined in our Backup and Recovery Policy. In case of data loss or service failure, recovery will be prioritized to restore service availability as quickly as possible.

5. Client Responsibilities

Clients agree to provide timely, accurate information required for service delivery and maintain compliance with Laius Group's Acceptable Use Policy. Clients are responsible for securing their own account credentials and ensuring lawful use of services.

6. Limitations & Liability

Laius Group is not liable for service interruptions caused by factors outside our control, including but not limited to internet outages, force majeure events, or actions by third-party providers. Liability for damages is limited to the amount paid by the Client for the affected service during the outage period.

7. Service Modifications

Laius Group reserves the right to modify services, policies, or terms with prior notice to Clients. Continued use of services after notice constitutes acceptance of such changes.

8. Termination

Either party may terminate the service agreement with 30 days' written notice. Upon termination, Client data will be retained for 30 days unless otherwise agreed, after which it may be deleted in accordance with our data retention policies.