MYTHCODERS' HOSTING POLICIES

Last Updated: March 23, 2021.

Thanks for choosing MythCoders, LLC as your hosting provider! These Hosting Policies describe how our Small and Large Hosting Plans operate as well as the quality of said service. We take great pride in the work we do and want to ensure our customers are fully aware of what to expect when hosting their website or application with us.

I – BASICS

MythCoders guarantees that your hosted website/application will be available 99.00% of the time. We also guarantee that 99.00% of all requests to websites/applications hosted with us will respond within 2 seconds. In the event your website availability or response times fall below either of our thresholds MythCoders will issue an account credit for that downtime.

HOSTING ENVIRONMENTS

To help facilitate testing changes MythCoders hosts different *environments* or versions of your website/application. Environments are completely independent of each other.

Name	Description
Production	The working version of your website that customers will use. https://www.yourwebsite.com
Staging[1][2]	An exact copy of production that allows you to test things as if they were being run in production. Staging is also used to validate new changes before they are moved to production. https://staging.yourwebsite.com
Review[1]	A temporary environment that is used to verify changes before they are released to staging and production. Unlike production and staging, there can be multiple review environments running at any given time. https://some-description.review.yourwebsite.com

MONITORING

MythCoders offers a status page to monitor the availability of your website. Any known outages or issues are communicated through the status page.

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[1] This environment is not subject to the 99.00% response time or uptime guarantee.

[2] This environment is only available on the Large Hosting Plan.

MythCoders continuously (once every minute) monitors the status of your website using special heartbeat and ping routes to make sure it's up and running. Anytime an error occurs MythCoders engineers are notified via our built-in monitoring tools.

II - Rᴇǫᴜᴇsᴛɪɴɢ ᴄʜᴀɴɢᴇs ᴛᴏ ʏᴏᴜʀ ᴡᴇʙsɪᴛᴇ

Any changes or fixes to your website can be requested by raising a request with the [MythCoders Service Desk](). From there, you'll be able to raise a variety of different support requests based on the nature of your request. You can also raise a request by emailing [support@mythcoders.com.]()

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Unless your Service Agreement specifies otherwise MythCoders operates under the following guidelines to deliver timely resolution to issues that may arise. Priorities help us define how quickly a request should be responded to. In the case of issues or defects, priority also determines how quickly the defect turnaround time must be. If there are multiple defects, the priority decides which defect must be fixed immediately versus later.

Level	Target Service Level Agreements (SLA)			
	Issues/defects		Other request types	
	Response Time³	Resolution Time³	Response Time³	Resolution Time³
Highest	1 hour	12 hours	5 hours	No SLA
High	3 hours	24 hours		
Medium	5 hours	15 hours 3 days		
Low		25 hours 5 days		
Lowest		35 hours 7 days		

³ Response and resolution times for issues/defects of the Highest and High priorities are based on the standard 24-hour clock. Meaning that we consider 1 day to equal 24 hours. All other times are based on the MythCoders business hours of operation. Since MythCoders is open 7 days a week with staggered hours, we consider 1 day to equal to 5 hours, and 1 week equal to 35 hours.

SPECIAL NOTES

- MythCoders does not consider issues/requests in the staging and review environments to be applicable to the Highest or High priorities; Issues affecting staging and review environments should only be classified as Medium, Low, or Lowest.
- Requests raised by sending an email to support@mythcoders.com are considered an "other request type" and automatically default to a priority of Medium.

DETERMINING PRIORITY

When determining a request/issues priority there can be multiple facets of the impact. The below is a guideline.

Meaning	Functionality	Affected Users	Performance Degradation
Highest	Unusable feature with no workaround, user is blocked	Impacts 50% or more of users	Degradation is currently happening
High	Broken Feature, workaround too complex & unacceptable	Impacts between 25%-50% of users	Degradation is guaranteed to occur in the near future
Medium	Broken feature with an acceptable workaround	Impacts up to 25% of users	Degradation is likely to occur in the near future
Low	Broken non-critical feature	Impacts less than 5% of users	Degradation is likely to occur but no timeframe
Lowest	Functionality inconvenience or cosmetic issue	Usually impacts only a single user	Degradation *may* occur but it's not likely

If a request seems to fall between two priority levels, assign it to the higher-priority label.

Below you'll find some example scenarios and how the prioritization MythCoders would assign to them.

- Highest
  - Data corruption/loss.
  - Security breach.
  - Unable to process orders or add items to a shopping cart.
  - Customers unable to login to their account.
- High
  - Guests on a reservation are unable to make changes but the host can.
  - Customers unable to process their order on mobile devices but able to on desktops.
  - Emails are being sent out to the wrong recipients or with incorrect data.
- Medium
  - Customers unable to cancel orders but hosts or admins can.
  - Customers encounter an error during their request, but the request completed successfully.
  - Emails aren't being sent out to customers.
- Low
  - New gift cards can't be purchased.

- o Photo gallery is broken.
- o Unable to upload images.
- o Reports not able to run successfully.
- Lowest
  - o Label colors are incorrect.
  - o Button elements are not fully aligned.

EMERGENCY REQUESTS

In the event your website is offline or experiencing issues, you can raise a request via the MythCoders Service Desk that will page the on-call engineer. Please note, that in order for the engineer to be properly notified you **must** submit your request via the Service Desk using the values below.

Request Type: Report an issue   **Priority:** Highest

III - MAINTENANCE WINDOWS

All application and infrastructure maintenance will be performed during the hours of 23:00 and 05:00 any day of the week.

Most of our maintenance can be performed without impacting the availability of your website. However, occasions may arise when it becomes necessary to restart or briefly take websites offline. During these times, your hosted website might be inaccessible to your customers and a generic MythCoders maintenance page will be rendered instead.

NOTIFICATIONS

Customers will be notified of any maintenance that occurs outside of our maintenance window as soon as MythCoders knows that the maintenance is necessary. We'll continue to update customers about planned maintenance including when it has started and ended.

NO-DOWNTIME UPDATES[4]

MythCoders also can perform updates without any downtime or service interruption. This is possible by running two instances (or copies) of your website at the same time. When one instance goes down for maintenance the other is still available to receive traffic and process requests.

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[4] Due to the additional cost, this feature is only available on the Large Hosting Plan.

IV - YOUR DATA AND INFORMATION

MythCoders goes to great lengths to ensure the safety and security of your (and your customers) information. Some of those practices include but aren't limited to:

- Encrypting your data when it's being sent to our servers and while it's stored in our databases.
- Access to production data is restricted to a select group of employees for very limited reason. When access is necessary it's properly logged for accurate record keeping.
- Access to databases is restricted to a limited range of IP Addresses.

ACCOUNT INFORMATION

Passwords can often be the weakest point in the security of an application. With that in mind, MythCoders maintains strict standards to ensure passwords can't become compromised.

Passwords are stored encrypted to ensure that if they're ever stolen the thief can't read them. This means MythCoders employees are also not able to read your passwords and can only help you reset your password.

FINANCIAL INFORMATION

The storing of financial information such as credit or debit cards is governed by the Payment Card Industry (PCI) Security Standards Council.

MythCoders does not store **any** financial information on our servers or our databases. If an application or website requires support for financial transactions we turn to Braintree, a PayPal company. Braintree is a validated Level 1 PCI Data Security Standard compliant service provider.

V - DOMAIN NAME REGISTRATION

If you already have a domain name registered, MythCoders will require access to your account with your current Domain Registrar. We will need to update records to point your DNS (Domain Name System) records to point from your old website to the one hosted with MythCoders.

If you'd don't have a custom domain name but would like one for your application or website, MythCoders is able to handle the purchasing and registration of the domain on your behalf with the Domain Registrar.

Registering a domain requires a name, address, and a confirmed email address to be on file with the Register. Unless otherwise specified, MythCoders will register the domain under *your* name, address, and email address. However, in accordance with our Privacy Policy we only purchase domains from Domain Registrars that allow your information to remain anonymous to the public. Currently, we purchase our domains from Namecheap.

TRANSFERRING YOUR DOMAIN

There are several rules that control when a domain can be transferred from one registrar to another one. These rules might result in MythCoders being unable to transfer your domain for 60-days after a previous transfer or renewal. The rules for when transfers are allowed and not allowed can be found on the ICANN website.

VI - POLICY UPDATES

Any major updates to this Policy will be communicated at least thirty (30) days before the changes are to become effective. This will allow time for a fourteen (14) day window for customers to provide any feedback on said policy changes. If the feedback results in modifications to the proposed policy, there will be an additional thirty (30) day period and opportunity to provide feedback.

Any questions or comments regarding these Policies can be directed to:

MythCoders, LLC
ATTN: IT Department
PO Box 966
Worthington, OH 43085
support@mythcoders.com