

Statement of Support – Shared Hosting

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

Shared hosting is meant to be used for non-mission critical websites. If you are hosting a website where the primary purpose of the business is web-based, shared hosting is **not** for you.

- As a shared hosting customer, you are entitled to support 24 hours a day, 7 days a week, 365 days a year via email/ticket.
- On June 1st, 2025, the current support phone number will be retired. Cloud customers will receive a new dedicated phone line for escalations and critical issues.
- 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 an entire server down, including your own website being down you will need to open a ticket.

Response time objective for our shared customers is generally 6-12 hours but may go up to 18 hours at peak times.

We also have a support status page located here; <https://status.hostek.com/> ; if there are excessive delays due to any reasons we will inform you here.

As the provider, we are responsible for monitoring the network uptime of the server, ensuring the primary web, email, & sql services are online, and that disk space consumption is at safe levels.

We also ensure that the **server** itself remains safe and secure.

It is the responsibility of the customer to ensure the website code is 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.

As the provider, we are also responsible for maintaining disaster recovery backups of the server. The backups kept on shared 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.

Our backups are for disaster recovery purposes only. Customers are recommended to take their own backups for self-restoration. Should you require use of our backup services, we will provide one free restore per calendar quarter, additional restores are charged.

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.

PCI compliance / certifications is / are NEVER available on shared hosting. It is impossible to provide based on the nature of shared hosting.

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.

Shared hosting customers can purchase priority support for \$30/month. This is a temporary sale price and will be going up to \$65/mo on 6/1/25. This upgrade gives you;

- Access to live chat & phone support for your website itself being down, even if the server is not. This will give your site down ticket priority as well.
- Access to general 3-6 hour response times on tickets, with the maximum goal of 12 hours on the weekends. By the end of Q3, we are hoping this queue will be at 2-4 hour times, with a max of 6.

To purchase, contact sales@hostek.com

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