

WEB HOSTING SERVICE LEVEL AGREEMENT (SLA)

Effective Date: 16 March 2026

Service Provider: iCreationslab Pte Ltd

Applies To: All Clients Hosting with iCreationslab (Shared, VPS, Dedicated, Cloud)

1. Purpose

This Service Level Agreement (“SLA”) outlines the scope of hosting services, response times, uptime commitments, and responsibilities between **iCreationslab Pte Ltd (“Provider”)** and its clients (“Client”).

This SLA applies to all hosting services, including:

- Shared Hosting
 - Virtual Private Server (VPS) Hosting
 - Dedicated Server Hosting
 - Cloud Hosting
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2. Hosting Plans Covered

This SLA applies to the following hosting tiers:

- **Shared Hosting** (Basic, Standard, Premium)
- **Virtual Private Server (VPS)** Hosting
- **Dedicated Server Hosting**
- **Cloud Hosting** (Scalable cloud-based environments)
- **Managed WordPress Hosting** (if applicable)

Details such as **CPU, RAM, bandwidth, disk space, and software versions** will be specified in the client’s hosting agreement or service order.

3. Services Provided

Services included under this SLA may vary depending on the hosting plan, but generally include:

Web Hosting Infrastructure

- Website and email hosting
- Web hosting control panels (e.g., cPanel, HestiaCP, Plesk)
- PHP, MySQL, and standard web hosting components
- Log access and traffic reports
- CMS compatibility (WordPress, Joomla, Drupal, etc.)

DNS Management

Scope includes:

- Creation and modification of DNS records (A, CNAME, MX, TXT, SPF)
- DNS propagation monitoring
- DNS updates upon request (within 1 business day)
- DNS troubleshooting and conflict resolution
- Assistance with domain redirection or subdomain setup

DNS management is **only applicable to domains associated with websites hosted by iCreationslab.**

Not included:

- Domain registrar issues (renewal, ownership, registrar locks)
- Managing DNS for services not hosted by iCreationslab
- Third-party email provider configuration, unless specified

Security & Monitoring

- Basic firewall protection
- Malware scanning
- Brute-force protection
- Website uptime monitoring
- SSL certificate installation (Let's Encrypt or paid SSL)

Advanced security services such as **Web Application Firewall (WAF), intrusion detection, or CDN protection** may be offered as add-on services.

4. Support Channels

Clients may contact the support team through:

Email Support

Tommy – tommy@icreationslab.com
Mia – mia@icreationslab.com
Chee Wee – cheewee@icreationslab.com
Hui Shing – huishing@icreationslab.com

Phone / WhatsApp

Tommy – +65 8286 0383
Mia – +65 8898 7258
Chee Wee – +65 9665 5013

5. Support Availability

| Support Type | Availability |
|-------------------|---|
| Standard Support | Monday–Friday, 9:00 AM – 6:00 PM (Singapore Time) |
| Emergency Support | 24/7 for Critical Issues |

Critical issues include **website or server downtime**.

6. Issue Prioritization & Response Times

| Priority | Description | Initial Response | Resolution Target |
|----------|---------------------------------|-----------------------|--------------------------|
| Critical | Website or server down | Within 1 hour | Within 4 hours |
| High | Major functionality issues | Within 3 hours | Within 1 business day |
| Medium | Partial functionality issues | Within 4 hours | Within 2 business days |
| Low | General queries or minor issues | Within 1 business day | Within 3–4 business days |

Response times may be faster for **clients with premium hosting or support contracts**.

7. Backup & Restoration

Backup services depend on hosting type:

Shared Hosting

- Daily backups
- Retention up to 30 days

VPS / Dedicated / Cloud Hosting

- Daily backups
- Retention 7–14 days depending on plan

Restore Process

1. Client submits restoration request
2. Confirmation and validation
3. Restoration performed by the system administrator
4. Client notified once restoration is complete

Restoration will begin after confirmation and **may take up to 1 business day**.

Clients are strongly encouraged to **maintain their own backups for critical data**.

8. Uptime Commitment

Monthly uptime commitments vary by hosting type:

| Hosting Plan | Uptime Guarantee |
|-------------------|------------------|
| Shared Hosting | 99.5% |
| VPS Hosting | 99.9% |
| Dedicated Hosting | 99.95% |
| Cloud Hosting | 99.99% |

Downtime excludes:

- Scheduled maintenance
- DNS propagation delays
- Extended DNS TTL values
- Issues caused by third-party providers
- Force majeure events

Service Credits

If uptime falls below guaranteed levels, service credits may be issued based on the monthly hosting fee for the affected service.

Total credit will not exceed **100% of the monthly service fee**.

9. Maintenance & Updates

iCreationslab performs infrastructure maintenance including:

- Operating system updates
- PHP, MySQL, and server software updates
- Security patches
- Infrastructure optimization

Scheduled maintenance will occur during **off-peak hours**, and clients will be notified at least **24 hours in advance** where possible.

Emergency patches may be applied immediately without prior notice.

10. Third-Party Services Limitation

Some components rely on external service providers including:

- Web Application Firewall (WAF)
- CDN services
- DNS providers
- Email infrastructure

Examples include providers such as **Cloudflare, Sucuri, GoDaddy, and other vendors**.

If an incident is caused by a third-party provider, resolution times will depend on the provider's SLA. iCreationslab will continue to monitor and communicate updates until the issue is resolved.

11. Client Responsibilities

Clients are responsible for:

- Maintaining valid domain registration
- Keeping contact information up to date
- Using strong passwords
- Updating CMS, plugins, and themes unless subscribed to a maintenance plan
- Reporting issues promptly with sufficient details
- Ensuring timely payment of hosting services

Monthly CMS plugin updates and database backups are **only included for clients subscribed to the ICL Security Monitoring & Maintenance Plan**.

12. Exclusions

This SLA does not apply to:

- Failures caused by third-party plugins, themes, or custom software
 - Client modifications or misuse of hosting services
 - Domain expiration or registrar-related issues
 - Email deliverability problems caused by user behaviour (e.g., spamming)
 - Force majeure events including natural disasters, major cyberattacks, or power failures
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13. Service Suspension

iCreationslab reserves the right to suspend services under the following circumstances:

- Non-payment of hosting services
 - Abuse of server resources
 - Hosting of prohibited or illegal content
 - Security risks affecting server stability
 - Violation of the Acceptable Use Policy (AUP)
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14. Data Protection & Privacy

Client data is treated as confidential and will not be sold or shared without authorization.

Clients remain responsible for **website-level compliance**, including:

- Privacy policies
 - Cookie consent
 - Personal data protection
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15. Limitation of Liability

iCreationslab's liability for service interruptions shall **not exceed the total monthly hosting fee for the affected service period.**

The company is not liable for indirect damages including:

- Loss of revenue
 - Loss of data
 - Business interruption
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16. Amendments

This SLA may be updated periodically. Clients will be notified **at least 14 days before any changes take effect.**

17. Governing Law

This SLA shall be governed by the **laws of the Republic of Singapore.**