

LEGAL

Service Level Agreement

Applies to Professional and Enterprise plans. Free and Starter plans are provided on a best-effort basis.

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1. Availability commitment

We commit to keeping the web application, API and monitoring scheduler available around the clock, excluding announced maintenance (maximum 4 hours per month, outside 08:00–20:00 UTC, announced at least 24 hours in advance on the [status page](#)).

2. Monitoring cadence

Monitors run at the interval included in your plan from our OVHcloud infrastructure in Virginia (US). If a scheduled run is delayed by more than twice the interval because of a platform fault, that time counts as unavailability for the affected domain.

3. Alert delivery

Alerts are handed to our email provider within 5 minutes of detection. Delivery to your mailbox depends on your provider. Webhooks are retried three times over 15 minutes.

4. Support response

SEVERITY	PROFESSIONAL	ENTERPRISE
Platform down / alerts not delivered	4 business hours	2 hours (24×7 for confirmed outages)
Incorrect results, degraded features	1 business day	4 business hours
Questions, how-to	2 business days	1 business day

Business hours are Mon–Fri, 09:00–18:00 EET.

5. Service credits

If the platform is unavailable for more than 4 hours cumulatively in a calendar month (outside announced maintenance) you may request a credit against future invoices: 10% of the monthly fee, rising to 25% for more than 24 hours and 50% for more than 72 hours. Requests must be

made within 30 days of the month in question to support@statusdns.com. Credits are the sole remedy for availability shortfalls.