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Do you offer SLAs?

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Service Level Agreements are sexy words for big companies. Even though there are some valid cases where they make sense, most often they are nothing more than excuses for hefty prices running on the same equipment.

Our downtime is very low and we have monitoring setup for all our websites, [even our own](#), so you can monitor and be aware of any issues. We even have a dedicated, offsite [status page](#) as well as a [Twitter account](#) setup so you can stay in the loop if anything goes south. Transparency is key.

We promise to deliver the best service we are capable of delivering and to continuously get better at it. We understand that may not be enough for some. In such cases, we have partnered with [Pantheon](#) and [WPENGINE](#) to help you with those needs. A retainer agreement will be required for this higher level of service and we will work directly with the hosts for you.