

Service Level Agreement (SLA)

Revision 1.2

The Barn, Rickstones Road,
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www.2dmedia.co.uk



Every effort is made to ensure your services are available 100% of the time. This SLA describes in more detail our guarantee on services provided by 2Dmedia Limited.

Network & Power

- Our network and power uptime guarantee is 99.99%.

Hardware

- Hardware faults will be investigated within 30 minutes of notification.
- After investigation we shall make a reasonable effort to contact the client should there be a hardware fault. We will often have the option of a replacement server being brought online within 30 minutes, or alternatively a diagnostic and replacement of part(s) within 3.5 hours. In the event that we not be able to contact the client, we shall make the decision on behalf of the client.

Additional Guarantees

- Hard drives in a RAID1, 5 or 10 configuration have an SLA of 100%.
- All redundant services have an SLA of 100% for power, hardware and network.
- Managed & Shared services (including Online Shops, Content Managed Websites, MailOrderWorks and Shared Hosting) have an SLA of 100%.

Fail Over

- Unless specifically requested by the client either for or against we may make certain temporary services available in the event of an outage. This may include a "Service Unavailable" page on websites.
- Unless specifically contracted, services do not include the provision of fully functional redundant mirrors.

Backups

- Should the client require restoration or a copy of a backup not instantly available to the client, we reserve the right to charge support charges for retrieval. We will start restoration or making available a requested backup within 30 minutes of notification.
- Managed Hosting services include database replication to both local and remote servers along with one snapshot for each day retained for a minimum of 7 days, with the most up to date copy stored at an off-site location. Site and email are backed up daily, retained for a minimum of 7 days and the latest snapshot replicated off-site.
- Shared Hosting site files, email and databases are backed up daily, retained for a minimum of 7 days and the latest snapshot replicated off-site.
- Unmanaged services do not include backups as standard.
- Backups are provided on an as-is, as-available basis. In the event of multiple backup failure data may be lost and as such, it's availability is not guaranteed.

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Exclusions

- Our standard Terms and Conditions take precedence over any part of this SLA. Anyone found to be in breach of our Terms and Conditions, applicable laws or using the service in an unacceptable way will have service disabled. We will cooperate with official authorities in accordance with applicable law for take down, closure or data requests.
- Maintenance of hardware, software, network or power is unavoidable and therefore is excluded from our SLA. We will do our best to avoid downtime during maintenance, but often downtime is necessary to improve long term service.
- Any form of attack (such as a Denial of Service) on a server or directed at any part of our network are not covered under our SLA. We will do our best to keep clients online during such an event, however due to the nature of these events we may be unable to uphold our SLA.
- If we become aware of any security issue we shall do whatever we deem necessary to remove or reduce the threat, therefore such an event is not covered under this SLA.
- Any specific hardware requested or provided by the client is not covered under this SLA. Clients should seek their own SLA with the hardware vendor.
- Please be aware that any software installed by the client or requested to be installed on behalf of the client will also not be covered under this SLA.
- This SLA is only applicable to accounts in good standing. If the account is in arrears or the service contract period has expired (without payment of the applicable renewal fees), the SLA does not apply.

SLA Credit & Claims

- Following the receipt of a valid claim form, we will credit your account with us for 3 days of your standard monthly service charge for each hour of downtime.
- The maximum monthly claim is 50% of your standard monthly service charge.
- Except for hosted solutions (Online Shops, Content Managed Websites), any time taken to restore clients data is not counted in credit calculations.
- “Downtime” period is calculated from the minute of notification to the minute we resume service (excluding any allowed period).
- For managed services, “Notification” is considered to be the event of us being notified by our monitoring system, or by the client, whichever is earliest. For unmanaged services, it is considered to be the point of telephone contact from the client.
- Credits will only be issued against accounts in good standing and within contracted periods.
- All requests for compensation must be received within 5 working days of the incident in question. Please download a claim form from: http://www.2dmedia.co.uk/2Dmedia_SLA_Claim.pdf

For support and current service status please visit <http://www.2dmedia.co.uk/status>