

Standard Hosting Contract

Service description

The service provides for the provisioning of the shared server and dedicated server hosting products offered by WebStores (UK) Ltd.

This Service Level Agreement (SLA) sets out the levels of technical support and service credits available in the event of Service unavailability.

1. 1 Technical Support hours

Monitoring of Network

24 hours a day, 365 days a year

Non-emergency Technical Support Monday to Friday

9.00am to 5.30pm

Saturday & Sunday

Emergency cover only

Public holidays

Emergency cover only

1.2 Responsibilities of WebStores (UK) Ltd

WebStores (UK) Ltd will provide:

Guaranteed Service availability for each of the shared and dedicated hosting products, as specified below. The Service availability is defined as the uptime of the managed server hardware and the network infrastructure.

Guaranteed Service availability 100% (excluding outages of less than 10 minutes, see below).

Response to an email or support call notifying us of any non-critical Service problems as soon as possible and in any event within 24 hours.

24/7 System Support: Response procedures to system failures started within 60 minutes of failure notification during working hours and 180 minutes outside of working hours, 9.00am – 5.30pm, Monday – Friday (except Public Holidays).

1.3 Calculating Service Credits

Service Credits are applicable should the Service become unavailable. The Total Outage Period shall be calculated in the following manner:

The Outage Incident Start time of a Service being unavailable shall be defined and measured from the time the fault is detected by us or is reported to Support.

The Outage Incident End time of the period of unavailability shall be deemed as the time at which the service can be demonstrated to be available, either by a HTTP 2xx Success Response or successful PING request..

The Total Outage Period shall be the period, or sum of multiple periods as applicable, (excluding any period of planned downtime), from the Outage Incident Start time to the Outage Incident End time, each as outlined above. **NOTE:** Any reported Total Outage Periods less than 10 minutes in duration will not earn Service Credits.

If, during any given calendar month the Total Outage Time is greater than 0% of the Total Time Period of the calendar month, and greater than 10 minutes as defined above, then the service shall be deemed to have been unavailable for an unacceptable period. The customer shall be provided a credit against future Service Renewals for the same service, on presentation of a written claim within 30 (thirty) days of the first occurrence of the Outage. For any outage as described above, on any given calendar day, the affected Service will have its renewal date extended by one whole calendar day.

The provision of Service Credits is the sole compensation available to customers in the event the services are unavailable.

1. 5 Planned and emergency downtime

WebStores (UK) Ltd. reserves the right to close down customer systems with no notice should emergency maintenance become necessary.

For planned downtime, WebStores (UK) Ltd. will inform the customer via email and/or telephone, as soon as possible.

It is not expected that these planned downtimes will exceed more than 2hrs/month and this planned downtime is excluded from any calculation of availability.

1.6 Bandwidth Usage – Dedicated Servers

Our bandwidth monitoring works on 95th%ile calculations and as such, all dedicated servers have a standard allowance of .25Mbit 95th%ile over any given month. To put this into context, this

allows for over 81GB of data throughput per month. Overage above this allowance will be charged at the current rate in blocks of .25Mbit increments.

1.7 Bandwidth Usage – Shared Hosting

Our bandwidth monitoring works on 95th%ile calculations and as such, all shared hosting sites have a standard allowance of .05Mbit 95th%ile over any given month. To put this into context, this allows for over 16GB of data throughput per month. Overage above this allowance will be charged at the current rate in blocks of .05Mbit increments.