



Secura Hosting



Business Class Internet

Why Compromise?
Best of Breed, Innovative Solutions.

Service Level Agreement Power and Network Version 1.0

Service Level Agreement

Network & Power: 99.9%

Calculating Service Credits

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

Start Time

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 our Support Desk and a support call ticket has been originated.

End Time

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 by a PING command or that the support call ticket has been resolved.

Total Outage Time

The Total Outage Period shall be the period, or sum of multiple periods as applicable within any calendar (excluding any period of planned downtime) from the Outage Incident Start time to the Outage Incident End time, each as outlined above. If, during any given calendar month the Total Outage Time is greater than 0.1% of the Total Time Period of the calendar month, then the service shall be deemed to have been unavailable for an unacceptable period. The customer shall be provided a credit against future Service Subscription Fees, or equivalent charges on presentation of a written claim within 14 (fourteen) days of the first occurrence of the Outage, a sum equal to the amount of Service Subscription Fee pro-rated for the period of the Total Outage Time less the pro-rated sum for the first 0.1% of the given calendar month.

Agreed allowable outage time = 0.1% within a calendar month
= 0.1% x 730 Hours
= 43.8 minutes per month

Only incidents where the Outage Time is greater than 30 minutes are considered as Creditable Outage Incidents (COI)

Total Penalty Time

Total Penalty Time for any calendar month is defined as TCOI less 43.8 minutes for incidents over 30 minutes in duration.

- Secura Hosting will credit the Client with an amount equal to one day's Monthly Costs for each hour of Total Penalty Time
- The maximum Service credit that will be given to the client in any calendar month is 100% of the Monthly costs.
- Claims must be made in writing within 14 days of the outage.

The provision of Service Credits is the sole compensation available to customers in the event the services are unavailable. This SLA is supplemental to Secura Hosting Ltd standard terms and conditions, which apply to all services supplied.

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Planned and Emergency Downtime

Secura Hosting Ltd reserves the right to close down customer systems with no notice should emergency maintenance become necessary. For planned downtime, Secura Hosting Ltd will inform the customer by posting the relevant information on the Network status page on our web site:

<http://www.securahosting.com/support/status.asp>

It is not expected that these planned downtimes will exceed more than 1hour/month and this planned / emergency downtime is excluded from any calculation of availability.

SLA Upgrades

Network and Power SLA upgrades to 99.99%, 99.999% and 100% are available. Please call for details.

