

Hosting365.ie SLA

Backup Service and Restore Response Service Level Agreement

- Purpose:** To define the classification of incidents requiring backups and establish expectations for backup integrity and response times of restore requests.
- Description:** Hosting365.ie provides an optional backup component with any hosting/collocation service. This SLA describes the availability and expected response times of those services.
- Measurement:** The Service Levels are defined in terms of failures requiring backups to Customers and in terms of time to respond to Customer initiated requests for restores.

Hosting365.ie uses the following classifications of backup requirements:

Severity	Criteria
High	The entire site is down, due to critical software failure. Recovery steps require immediate restoration from backups. Response time for backups with a High priority is 4 hours.
Low	The site remains operational but some elements may not function correctly or software has been accidentally deleted and requires restoration. Response time for backups with a Low priority is Next Working Day.
Normal	Backups may be sporadically requested to test for integrity of backups. Response time for backups with a normal priority is Five Working Days.

- Targets:** Hosting365 shall provide such space on a redundant network backup device to allow for machines to copy any information they wish to have backed up. Hosting365 will provide advice on best backup practices, if required. Hosting365 guarantee that data moved to our network backup device is held redundantly and also backed up onto optical media or DAT tapes.

Severity	Criteria
High	Response time for backups with a High priority is 4 hours.
Low	Response time for backups with a Low priority is Next Working Day.
Normal	Response time for backups with a normal priority is Five Working Days.

- Reporting:** Hosting365.ie shall generate all reports. All reports will be available through the customer portal provided to the Customer by Hosting365.ie and will be provided via Email on request.

Fees: Backup services is currently charged at €75 for the first Gigabyte of storage, and €20 for each Gigabyte past that. Hosting365 will write a custom backup script at an hour rate of €150 euro. 3rd Party backup software is available on request. Additional charges may apply for 3rd party backup software licences.

Responsibilities: The Customer shall verify the integrity of backups taken by Hosting365.

The Customer shall pay all charges due to Hosting365.ie on time, to ensure compliance with this SLA.

The Customer shall report deviations to Hosting365.ie within 4 working days following the occurrence of such deviations.

Hosting365.ie shall verify Customers reports of deviations and issue any credits due within 30 days of receiving such reports.

Remedies: The Customer shall receive a full days credit for charges paid for Backups for each hour in any given month which the Service Level is not met. Such credit shall be limited to the equivalent of one months fees paid by the Customer for Backups under this Agreement.

Risk Transfer & Limitation of Liability: Hosting365.ie's financial responsibility shall be limited to the remedies presented herein. The Customer is encouraged to obtain third-party insurance to cover potential loses that are greater than those covered by the Remedies contained herein

Contract: This Service Level Agreement is an Exhibit to the Services Agreement entered into by the Customer with Hosting365.ie. The definitions, terms and conditions of that Agreement are incorporated herein by reference.