

Hosting365.ie SLA

Call Centre & NOC Availability and Response Times Service Level Agreement

- Purpose:** To define the classification of incidents, means of reporting, and establish expectations for availability and response times of support.
- Description:** Hosting365.ie provides technical support and response services as a component of the Service. This SLA describes the availability and expected response times of those services.
- Measurement:** The Service Levels are defined in terms of availability to Customers and in terms of time to respond to Customer initiated trouble tickets.

Hosting365.ie uses the following Incident Classification System:

| Severity | Criteria |
|----------|---|
| High | <p>The entire site is down, performance has become unacceptable, or a major function affecting many visitors or buyers is inoperative.</p> <p>Examples: Failure of a non-redundant component, such as a database server, or non redundant disk or power supply; or a critical file has been lost or corrupted</p> |
| Low | <p>The site is operating normally, but a redundant component or supporting feature has failed.</p> <p>Examples: Failure of a disk or server in a redundant RAID array or cluster, where the remaining disks or servers can adequately handle the increased load. Failure of one of a multiple of redundant power supplies, failure of a reporting tool, or a non-critical file must be recovered.</p> |
| Normal | <p>The site is available and performing adequately.</p> <p>Examples: Preventative maintenance, upgrades, non-urgent patches, certain configuration changes.</p> |

Targets: Telephone Support shall be available to customers 24 hours per day, 7 days per week, all year round, including weekends and public holidays, at the following contact numbers: (All times are GMT)

| | |
|-------------------------|--|
| Monday-Friday 0800-2000 | +353 1 4673 611 |
| Outside Hours | +353 87 9920505 |
| Tech Ops Manager | +353 87 6344521 – to be used for escalation only |

Email Support shall be available to customers 24 hours per day, 7 days per week, all year round, including weekends and public holidays at the following email addresses:

support@hosting365.ie

Trouble Ticket Support shall be available to customers 24 hours per day, 7 days per week, all year round, including weekends and public holidays through their Customer Portal.

Response Times:

| High | Low | |
|-------|-------|--------------------------------|
| 00:30 | 01:00 | Phone Support |
| 08:00 | 12:00 | Email / Trouble Ticket Support |

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

Fees: Charges for colocation / connectivity include all charges for Support. There are no fees uniquely associated with this SLA.

Responsibilities: 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.

Monitoring: There are no specific monitoring responsibilities associated with this SLA.

Dispatch: Hosting365.ie shall perform all dispatch functions, including keeping the Customer informed as to the status and eventual completion of incidents.

Problem Determination: Hosting365.ie shall perform all problem determination functions, unless such determination requires access to the Customer System, in which case the customer shall perform problem determination.

Problem Resolution: Hosting365.ie shall perform all problem resolution functions, unless the problem lies with the Customer System and is beyond the support level as per the Service Agreement.

Corrective Actions: Upon being notified by the Customer of a missed Service Level, Hosting365.ie shall promptly diagnose the cause and take reasonable actions to correct it.

Remedies: The Customer shall receive a full days credit for charges paid for Colocation or connectivity 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 Colocation / Connectivity 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.