

## **Service Level Agreement (SLA) – Premium Web Hosting**

This document outlines the levels of service that UH Hosting Ltd will provide on their Premium Web Hosting Services.

Breach of service level by UH Hosting Ltd will result in service credits as described below.

### *1. Network Uptime*

UH Hosting Ltd aim to provide 99.97% SLA on uptime. This is equivalent to no more than 10 minutes of downtime in any month.

Credits: 2 hours credit will be provided for each hour of outage in any one month, up to 100.00% credit in any month. No more than a full month's credit will be supplied. UH Hosting Ltd cannot be held responsible for any losses as a result of outages or downtime.

### *2. Web Service Uptime*

UH Hosting Ltd aim to provide 99.97% SLA on uptime. This is equivalent to no more than 10 minutes of downtime in any month.

Credits: 1.5 days credit will be provided for each hour of outage in any one month, up to 100.00% credit in any month. No more than a full month's credit will be supplied. UH Hosting Ltd cannot be held responsible for any losses as a result of outages or downtime.

### *3. Packet Loss*

UH Hosting Ltd aim to provide a 99.97% SLA on packet loss being < 0.1%.

Credits: 1 Hour credit will be provided for each hour of outage in any one month up to 50% credit in any month.

### *4. Quality of service.*

If you have a problem with the quality of bandwidth, you will provide UH Hosting Ltd with a support ticket ([support@uh-hosting.co.uk](mailto:support@uh-hosting.co.uk)) detailing the problem and UH Hosting Ltd will endeavour to fix it in a reasonable amount of time, no longer than 4 hours during working hours (Monday – Friday 9.30AM – 5.30PM) and if the problem is outside of normal working hours the client additionally needs to contact the helpline by telephone (+44 (0)1582 571672) and UH Hosting Ltd will attempt to resolve the problem. If the problem is being caused by a 3<sup>rd</sup> party and UH Hosting Ltd cannot contact the 3<sup>rd</sup> party UH Hosting Ltd cannot be held responsible for 3<sup>rd</sup> party working hours.

Credits: A credit pro rata to the amount of time the service was affected (based on present use profile) after notification and 4 hours of working hours and the percentage of the service affected will be due.

### *5. Security*

UH Hosting Ltd provides a 100.00% SLA on security.

Credits: Break In to UH Hosting Ltd's suite resulting in downtime due to theft. The full month of service fees will be credited back to the client. UH Hosting Ltd is not responsible for losses in the result of a security breach or theft of customer equipment.

### *6. Power*

UH Hosting Ltd aim to provide a 99.97% SLA on power. This is equivalent to no more than 10 Minutes downtime in any month.

Credits: 2 hours Credit will be provided for each hour of outage in any one month, up to 100.00% Credit in any month. No more than a full month's credit will be supplied. UH Hosting Ltd is not responsible for any losses as a result of outages or downtime.

*7. Maintenance*

UH Hosting Ltd will provide at least 48 hours notice of any maintenance to the network or individual web server. Notice will be provided by e-mail and also posted on their customer support forum.

*8. Claiming Credits*

SLA credits will only be applied to accounts that are not overdue and will only be calculated from the time of advice of problem by client in a ticket to support@uh-hosting.co.uk. UH Hosting Ltd will first need to satisfy themselves that the claim is justified.