

Service Level Agreement for Server Hosting Packages

Services covered by this SLA:

Physical Connection
DNS Name Servers
Hosted Server

MIDLANDCOMPUTERS

Midland Computers Limited
Unit 4 Sovereign Park
Halesfield 24
Telford
TF7 4NZ

TEL: 01952 588688

WWW: www.midlandcomputers.com

EMAIL: sales@midlandcomputers.com

This SLA must be read in conjunction with our Terms and Conditions (Conditions of Supply of Internet Services).

Availability of Services

In general we will do everything humanly possible to ensure that your business enjoys the best Internet Hosting that we can provide. We understand our customers' requirements as we too depend completely upon our own services and rely heavily on the custom we receive from our own busy web sites. Without our own email links and web sites our business would be crippled, so you can be sure that we will keep everything running as smoothly as possible.

We guarantee that the services that you have from RocketUK.net will be available 24 hours a day 7 days a week. (Excluding possible emergency or general maintenance routines such as security patches – such procedures will be undertaken as quickly as possible out of business hours where possible.) This equates to approx. 99.99% uptime a year.

Server monitoring is available and may be part of your hosting contract. If you have taken this option our software alerts us immediately when a fault is discovered via SMS messaging and email. An engineer will ensure best endeavours to investigate the fault and act on it immediately, whatever the time of day.

We cannot be held responsible where a fault lies within your own equipment, software or by the connections provided for by your communications supplier.

Due to the nature of the Internet being a distributed network, from time to time a node beyond our control may fail leaving you without access to areas of the Internet. To verify the availability of our services we use multiple connection lines from different sources in addition to our own.

Our connections are supported by automatic routing which will reroute traffic through an alternate route should our main internet connection fail.



Networking Infrastructure Solutions
Information Worker Solutions
OEM Hardware Solutions
Licensing Solutions



Registered in England no. 3857880
Vat Registration no. 742 2845 34

Security and Backups

All hosted servers are kept in a safe controlled environment with power backup, temperature control and are physically secure.

It will be your responsibility to maintain backups on your own hosted server if you have not specified this service as part of your hosting contract. Should you require a resilient backup schedule then this can be arranged.

Our security procedures and policies ensure that issued security alerts are constantly monitored with patches and fixes applied as soon as we are aware of them. We configure our servers to only have a limited number of services running and the minimum of the required TCP/IP ports open to reduce OS exposure as much as possible. We expect you to lock down your own servers, but can offer you advice on configuration if required.

Unless specified within your server contract to have a Managed Service you will be responsible for update of your own software on your server. If you fail to maintain security and a breach occurs we reserve the right to disconnect the server from the network.

Performance

RocketUK.net always strives to maintain all hardware and software configurations to give the maximum performance possible no matter where you are browsing from. We constantly monitor traffic through our servers and maintain a consistent performance by altering our level of bandwidth when required.

Technical

Unless your contract specifies otherwise, Midland Computers Ltd offer support on a Monday to Friday (Business Hours basis), 9:00 am to 5:00 pm with a 4-hour response time to requests for support and will endeavour to rectify customer's problems within one working day wherever possible.

Hotline Tel: 01952 588688

Email: support@midlandcomputers.com

Points of Contact: First Line Support

Each telephonic request for customer support will be dealt with by First Line Support and then escalated to a suitable person who will then be the customer's point of contact until such time as the problem is rectified. The call will be logged and given a "call number" that will be used on all correspondence relating the particular customer support request. The customer support "call number" will remain open until such time as the problem is rectified and the customer is satisfied.

- Your telephone call to technical support will be answered immediately during normal business hours.
- Email questions sent to technical support by 5 p.m. will be answered the same business day.
- Emails sent to support after 5 p.m. will be answered the next morning of a business day.

If any of our services are unavailable for less than 99.99% of the time, then we will refund you the double the pro rata cost of the outage period.

Special out of hours support contracts may be available upon request.

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