

Service Level Agreement for Hosting Packages and Related Services.

MIDLANDCOMPUTERS

Services covered by this SLA:

Publishing of your Web site
FTP access to your user area
Dialup user access
Email sending and receiving
Antivirus email protection
DNS Name Servers
Hosted Servers
Broadband Connections

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 and Connectivity that can be provided. We understand our customers' requirements as we too depend completely upon our own services and rely heavily on the custom we receive from our www.midlandcomputers.co.uk and www.meridianphones.co.uk 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.

Our web servers provide the availability of the documents you place within your user area to browsers on the Internet. This includes standard HTML pages along with any previously agreed programming languages. We cannot guarantee availability of websites where coding issues/bugs create viewing faults where RocketUK.net has not created the code. Fixing such errors or installation of extra server components may incur extra costs.

All services are monitored closely by various servers which alert us immediately when a fault is discovered via SMS messaging and email. An engineer with the appropriate connection available will investigate the fault and act on it immediately whatever the time of day.

Antivirus updates are automatically triggered five times daily, or immediately upon an urgent alert. New viruses are usually diagnosed and a solution implemented within 2-5 hours of discovery. During this period you may be vulnerable, but this is extremely unlikely.

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



Networking Infrastructure Solutions
Information Worker Solutions
OEM Hardware Solutions
Licensing Solutions



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

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.

Our Wireless Broadband service is a self contained hardware loop integrated into our ISP optical lines, therefore we have full control over all hardware and configurations. We promise to react immediately upon being alerted and resolve any problems found within the wireless link and guarantee 99.99% uptime per year.

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 are available upon request.

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