

Unitron Systems & Development Limited Internet Service Level Agreement



Maintenance

During maintenance of the network it may be necessary to cause an interruption in service, Unitron endeavours to give at least 48 hours notice of a maintenance window. However there are occasions when immediate maintenance is required when less than 48 hours notice is unavoidable but make every attempt to limit these occasions to emergencies only.

For Web & Mail hosting only customers, details of scheduled down time is posted on our website at <http://noc.userve.net>

Your Contact Details

As we may need to contact you from time to time for maintenance purposes, it is vital that any changes to email, telephone and mobile numbers are notified immediately to our customer service desk on 0845 5191 873 or customerservice@userve.net

Fault Procedure

Faults are classified by their seriousness in accordance with the table below and should be reported by the following methods:-

Out of normal business hours: email: faults@userve.net
 During business hours by telephone 0845 5191 873
 Business hours are 0900Hrs – 17:30 Hrs Monday to Friday

Priority Level Definitions

Priority Level	Description
1	Total systems failure
2	Partial systems failure or level 1 with temporary fix in place
3	Minor systems problem
4	Documentation error

SLA Level Bronze

Priority Level	Time to Respond	Time to Resolve
1	8 business hours	48 business hours
2	8 business hours	48 business hours
3	8 business hours	96 business hours
4	24 business hours	30 days

SLA Level Silver

Priority Level	Time to Respond	Time to Resolve
1	4 business hours	24 business hours
2	8 business hours	24 business hours
3	8 business hours	48 business hours
4	24 business hours	30 days

SLA Level Gold

Priority Level	Time to Respond	Time to Resolve
1	2 hours	8 hours
2	2 hours	16 hours
3	2 hours	24 hours
4	8 business hours	30 days

SLA Level Platinum

Priority Level	Time to Respond	Time to Resolve
1	30 minutes	4 hours
2	2 hours	8 hours
3	4 hours	24 hours
4	8 business hours	30 days

Service Levels

The service will be available for 99.9% of each calendar month for all hosting situations servers and sites. Where availability falls below this level Unitron will compensate you. The amount of compensation is set out in the table overleaf.

Compensation is paid in the form of credits or alternative services made available for you within 30 days of the substandard level. Only claims substantiated by our network monitor system will be considered for compensation under this service level agreement. Only priority level 1 constitutes a claim for compensation.

Definitions

Time to respond is defined as the time between you notifying us of an incident and our confirmed notification of the problem. Our confirmed notification will take the form of an email or response on our customer portal.

Time to resolve is defined as the time between our confirmed notification (above) and resumption of service(s).

Service Level Compensation Table

Note that compensation is only claimable for level 1 fault conditions.

*Monthly Service Availability (expressed as a percentage)	Credit Against Your Next Monthly Service Fee (expressed as a percentage of that fee)
99.00 – 99.90	5%
97.00 – 98.99	10%
95.00 – 96.99	15%
90.00 – 94.99	20%
Under 89.99	25%

*A different compensation table may be applicable to wireless connectivity. Please check your signed agreement.

Availability is calculated at the end of each month in accordance with the following formula:-

$$A = \frac{T - D}{T} \times 100$$

Where:

'A' = Availability of service expressed as a percentage

'D' = Down time in minutes in the respective month

'T' = Total number of service minutes in the respective month

Downtime is calculated from the time you notified us or we notified you until service is resumed. Our core network monitor system logs all outages with times and dates. All claims for compensation will be verified before acknowledgment of your claim.