

Managed Services Service Level Agreement

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2 Summary

All Redstation managed services come complete with a service level agreement outlining our commitment to you and the level of service that is offered with your server.

This Service Level Agreement covers the following aspects of our service:

- Remote Controlled Hardware Reboot
- Technical Support
- Internet Connectivity
- Server Security
- Software Support & Maintenance
- Environment
- Service Credits

This Service Level Agreement applies to Redstation Managed Services only.

3 Remote Controlled Hardware Reboot

- 3.1 If you need to restart your server you can remotely control the power supply via a web browser 24 hours a day, 365 days a year, free of charge.

4 Technical Support

- 4.1 If your server suffers a hardware fault we promise to assign a technician within ten minutes of the fault being reported and to keep you regularly updated as to the progress of your fault. We keep spare servers and server parts in stock to quickly rectify any hardware faults with your server.
- 4.2 Redstation will provide a 24 hour telephone number for Customers to report faults.
- 4.3 In the case of a failure of service provided by Redstation upon reporting using our 24 hour telephone number, Redstation shall:
- 4.3.1 Assign an engineer within ten minutes;
- 4.3.2 Ensure an escalation procedure is followed if faults are unresolved within sixty minutes.

5 Internet Connectivity

- 5.1 Your server will be connected to our network via a Cisco switch. Connectivity is provided without contention with guaranteed availability of 100.00% on a monthly basis. Redstation will:
- 5.1.1 Present Customers with RJ45 or SC Fibre socket or lead (subject to the Order) connected to a Redstation switch or router;
- 5.1.2 Ensure 100.00% availability on a monthly basis of Internet connectivity (Measured by availability to Customers IP addresses from any transit provider), excluding maintenance;

- 5.1.3 Ensure all maintenance time shall not exceed 0.17% on a monthly basis;
- 5.1.4 Ensure notifications of all disruptive planned maintenance are issued at least 14 days prior to start of work;
- 5.1.5 Ensure disruptive planned maintenance takes place, when possible, between the hours of 00:00 (midnight) and 06:00 in order to minimise disruption.
- 5.1.6 Ensure packet loss of less than 0.1% across our network on a monthly basis;
- 5.1.7 Ensure all internal traffic does not exceed 40% of network capacity on a monthly basis on any connection;
- 5.1.8 Provide Customers with IP numbers within the terms permitted by RIPE, charges may apply.

6 Server Security

- 6.1 Your server will be located in a secure data centre with both physical and electronic security including securely sectioned areas. The data centre is protected by secure key card entry control, CCTV monitoring and recording and a NACOSS approved intruder detection system. Redstation will operate and record CCTV cameras 24 hours a day 7 days a week.

7 Software Support and Maintenance

- 7.1 You are responsible for the installation of any third party software on your dedicated server. It is also your responsibility to ensure that you are in possession of valid licences for all software used on your dedicated server with the exception of the operating system and other software specified with the Order and supplied with your server. Redstation is unable to provide technical support for third party applications. If Redstation is asked to provide any support to resolve conflict issues then we will charge our standard consultancy rate of £60 plus VAT per 30 minutes.

8 Environment

- 8.1 Redstation will:
 - 8.1.1 Provide continuous environmental monitoring of the Data Centre to ensure the average temperature in any five minute interval is maintained at no more than 24°C.
 - 8.1.2 Provide UPS protected power to Customer Equipment guaranteed availability of 100.00% on a monthly basis;
 - 8.1.3 Provide automatic failover to a diesel backup generator in the event of a mains failure;
 - 8.1.4 Ensure supplied voltage is maintained at 230 Volts (+/- 5 Volts);
 - 8.1.5 Operate a VESDA smoke detection system;
 - 8.1.6 Operate a FM200 gas fire suppression system.

9 Service Credits

- 9.1 In the event of any power failure Redstation shall:
 - 9.1.1 provide one month credit on receipt of a request within thirty days of outage subject to clause 9.4 and 9.5 of this Schedule;
- 9.2 In the event of failure to maintain service levels for connectivity specified in clause 5.1 of this Schedule Redstation shall:
 - 9.2.1 Provide one days credit per five minutes or part thereof that the Customers IP Addresses were unreachable from any transit provider on receipt of a request within thirty days subject to clause 9.4 and 9.5 of this Schedule; or
 - 9.2.2 Provide seven days credit for any other breach on receipt of a request within thirty days subject to clause 9.4 and 9.5 of this Schedule.
- 9.3 In the event of failure to resolve hardware failure within 4 hours, Redstation Shall:
 - 9.3.1 Provide one month credit on receipt of a request within thirty days of outage subject to clause 9.4 and 9.5 of this Schedule;
- 9.4 Credit issued to any Customer shall not exceed the payment received for services affected during any calendar month.
- 9.5 Any Customer in breach of their obligations under the terms of the Agreement shall not be entitled to any compensation.