

# Web Hosting SLA

## PURPOSE

This document sets out what levels of availability and support the client is guaranteed to receive as part of the Web Hosting service provided by Hex Creatives Digital Limited (Hex Creatives).

Please note that Hex Creatives do offer multiple hosting packages each offering differing levels of developer support. On the standard hosting package for example, developer support (both telephone and email) is restricted to bug fixes in design/functionality developed by Hex Creatives. Support requests not relating to site maintenance and fixes will be charged for at our standard hourly rate. Clients on a maintenance package receive varying levels of developer support each month which can be used for wider site enhancements and functionality updates as required.

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent support and maintenance for website hosting and the website to the Client(s) by the Service Provider(s). This SLA does not cover email support which should be taken up separately with your service provider (Google Apps, Office 365, Zoho Mail).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of website hosting to the client.
- Match perceptions of expected service provision with actual service support and delivery for both the website and website hosting.

## SERVICE AGREEMENT

The following detailed service parameters are the responsibility of Hex Creatives in the ongoing support of this Agreement.

### SERVICE SCOPE

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Regular backups of website
- Facilitating client penetration and other security testing and auditing, and resolving the results of those tests
- Bug fixes in design/functionality developed by Hex Creatives

## WHAT IS REQUIRED BY THE CLIENT

The Client responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of client representative(s) when resolving a service related incident or request.
- Providing Hex Creatives with the contact details of a minimum of 2 people who shall be informed of any actions resulting from this agreement.
- Providing Hex Creatives with a minimum of 2 weeks notice of the scheduling of penetration and other testing which carries a risk of impacting service.

## WHAT IS REQUIRED OF Hex Creatives

Hex Creatives responsibilities and/or requirements in support of this Agreement include:

- Ensuring 99.995% Network and Power Availability of service(s) for hosting.
- Meeting response times associated with service related incidents.
- Appropriate notification to Client for all scheduled maintenance.
- Ensuring the hosting facilities and website are secured.
- Bug fixes are applied within agreed timescales for website and hosting and web platforms.

## SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- A minimum of two full backups per week of the hosting account will be carried out.
- Changes to services will be communicated and documented to the client with a minimum notice period of 30 days, in normal circumstances this notice will be included in the monthly report.

This SLA does not cover service related incidents caused by problems in the following:

- Client's local area network.
- Client-provided Internet connectivity or end-user software.
- Entities inside Client's internal network including, but not limited to, firewall configuration and bandwidth shaping, local area workstations, or other servers, equipment, and software that have a potential bearing on the local networking environment (except web browser software).
- Client's domain names, which are managed by the client themselves or an individual or organisation acting on their behalf.
- Service requests which require major changes will be a change request and chargeable.

## SERVICE PROVISION

Hex Creatives Web Hosting services are provided by Nimbus Hosting a UK based company. Our servers are located at Tier 4 data centre in North London which is powered by 100% renewal sources with an undisclosed offsite backup centre.

## SERVICE MANAGEMENT

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

## SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

### TELEPHONE SUPPORT

Our phones (01256 614895) are manned 09:00 to 17:00 Monday to Friday, excluding public holidays. Calls received outside of these hours will be forwarded to a voicemail service and best efforts will be made to action the call, however no action can be guaranteed until the next working day.

### EMAIL SUPPORT

Our support inbox is monitored 24/7 but only high priority tickets will be actioned out of office hours. All remaining tickets will be actioned where possible the next working day.

### PLANNED MAINTENANCE

Any planned maintenance work that we require to carry out that will involve either a loss of service, or a risk of loss of service, will be advertised at least 2 working days in advance, and will be carried out at a time to ensure as minimum an amount of disruption as possible.

### SERVICE REQUESTS

In support of services outlined in this Agreement, Hex Creatives will respond to service related incidents and/or requests submitted by the Client within the following time frames:

- 0-8 hours (during business hours) for issues classified as High priority.
- Within 48 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.

The following definitions will be used to determine the priority of a service related incident or request, unless the Service Provider and Client agree on an alternative definition:

<b>High</b>	<b>Medium</b>	<b>Low</b>
Downtime investigation and resolution  Critical security upgrades/patches/ bugfixes  A major function of the hosting service/website is not operational for multiple users	A minor function of the hosting service/website is not operational for one or more users (who can continue to use other hosting features).  A user has questions about the hosting service/website functionality or needs assistance in using the service.  A user needs administrative service.  Content addition/modification/ deletion	Non-critical upgrades e.g. Non critical CMS upgrade  Preparation for facilitating client penetration and other testing.  Enhancement requests  Implementing solutions to technology advances in browsers that may cause disruption to site functionality  The priority of any service related incident or request not defined in the above table shall be subject to the agreement of the Service Provider and Client.

Updated: **16th February 2018**