

DUKL

SERVICE LEVEL AGREEMENT

Support Standard prices

For the provision of domain names and hosting of websites and email services.

Telephone support for help	£25 per hour
Call out per hour	£65 per hour
Recovery of email backup	£65 per hour
Recovery of website from backup	£65 per hour

All support calls are responded to within 4 hours Monday to Friday 9am to 5pm. Contact via phone, email and letter will be responded to within 24 business hours. Charges are only applied if the fault is proven to be not attributable to our systems.

Problems with mail and hosting server access will be communicated to customers by telephone. We have 99% up time record. If the system is unavailable for more than 6 hours customers will be compensated at the rate of one month's rental per 24 hour per of unavailability.

Each circuit in every regional POP (internet access point) is connected to a different Juniper M7i router to ensure continuous service, even in the event of a total loss of a router and/or circuit.

In addition, each POP has a redundant UPS (uninterruptable power supply) system, so should either UPS fail or be taken out of service for maintenance, your connection remains unaffected.

To maximise the performance and reliability of our network we operate on the main hub between Newcastle and Amsterdam - and with significant duplication of connectivity we endeavour to always deliver a resilient, constant route to the internet.

We carry out comprehensive round-the-clock monitoring of our network routers, circuits and power, so if there is a network issue we can act immediately to resolve any potential issues.

What is Network Infrastructure?

Network availability means that all infrastructures - including routers, switches and cabling - is working. Network infrastructure is defined as the portion of the network extending from the outbound port on your cabinet switch to the outbound port on the border router. Services and software running on your servers are not defined as part of the network.