



## DEDICATED SERVER SERVICE LEVEL AGREEMENT (SLA)

Last Updated: 14<sup>th</sup> May 2012

This agreement describes service level commitments provided to you by Voyager Internet Limited t/a Net24. This SLA covers the following elements of the service:

- Network Availability
- Proactive Hardware Monitoring
- Hardware Guarantee & Replacement
- Power Availability
- Cooling & Environmental
- Data Centre Security
- Support Response Times

### 1 NETWORK AVAILABILITY

The company guarantees at least 99.99% network availability. Network availability is defined as the ability to pass incoming and outgoing TCP/IP traffic through the Company's network. Network availability does not include downtime caused by any factor(s) beyond the Company's control, including such factors as problems on domestic and international backbones or on the customer's portion of the network, denial of service or similar attacks directed at the Company servers or the Company's network.

Refer to Net24's standard SLA for non-compliance penalties: <http://www.net24.co.nz/sla.php>

### 2 PROACTIVE HARDWARE MONITORING

Net24 will proactively monitor the health of the server hardware by sending SNMP GET OID requests to the server's management interface.

The following hardware components of a server are monitored:

- CPU
- Motherboard
- Memory
- Hard Drives
- Fans
- Temperature
- Power Supplies

Proactive hardware monitoring is provided 24 hours a day, 7 days a week, 365 days of the year.

In the event of failure the Net24 Network Operations Centre (NOC) will alert Net24 engineers who will assess the severity of the fault. If the fault is deemed to be service impacting, the customer will be notified immediately before any work is performed and will be provided with an estimated resolution time (ERT). Non-service impacting faults will be addressed by the engineer at the time of the fault.

Repair or replacement of hardware will be performed within 90 minutes as outlined below.

### 3 HARDWARE GUARANTEE & REPLACEMENT

Net24 will repair or remove and install reasonably comparable replacements if it determines, in its sole discretion, that the hardware is defective, at no cost to the customer. Hardware repair/replacement begins upon such determination and is guaranteed to be completed within 90

minutes. The 90 minute repair/replacement time refers only to the time required to physically repair or replace the failed hardware component(s) and does not apply to any time spent: (a) addressing data, operating systems, or other software or systems corrupted or destroyed by hardware failures; or (b) communicating with the customer regarding permissions or instructions.

In the event that it takes us more than 90 minutes to repair/replace faulty hardware within the limits defined above, Net24 will credit the client 5% of the monthly fee per additional hour of down time (up to 100% of client's monthly fee).

NET24 IS NOT RESPONSIBLE FOR THE RESTORATION OF DATA TO SERVER. IF HARDWARE FAILURE IS EXPERIENCED AND SUBSEQUENT DATA LOSS OCCURS, THE CUSTOMER IS ULTIMATELY RESPONSIBLE FOR DATA RESTORATION. NET24 SHALL NOT BE LIABLE FOR LOSS OF DATA UNDER ANY CIRCUMSTANCES.

#### **4 POWER AVAILABILITY**

Net24 will provide both A and B power to the Customer's dedicated server, fed from independent power systems, where dedicated servers come equipped with dual power supplies. Net24 guarantees 100% power availability to the dedicated server from at least one of these systems at any time. A power failure is a loss of electrical power or a voltage fluctuation exceeding normal operational ranges in any part of the delivery system (mains power supply, on-site generator, UPS, power distribution units) which causes Customer's hardware to shut down. A period of power-related failure is measured from the time the Customer lodges a fault to the time the electrical supply is restored, and does not include any time required to remedy any issues resulting from the electrical failure.

Net24 will credit the client 5% of the monthly fee per hour of down time (up to 100% of client's monthly fee).

#### **5 COOLING & ENVIRONMENTAL**

Net24 will provide environmental conditions suitable to run the Customer's dedicated servers 24 hours a day, 7 days a week, 365 days of the year.

These conditions include:

- **Cold Aisle Rack Inlet Temperature:** 18-22° C
- **Hot Aisle Containment Area:** < 40° C
- **Data Centre Humidity:** 30-60% RH

Both temperature and relative humidity values are averages from several measurements taken from environmental monitoring sensors. Net24 will monitor, but is not required to report to customers on environmental conditions in the Data Centre.

#### **6 PHYSICAL DATA CENTRE SECURITY**

Net24 will monitor the Data Centre facility 24 hours a day, 7 days a week, 365 days of the year. Only authorised Net24 engineering personnel will have access to the Data Centre. If contractors are required to carry out work in the Data Centre, Net24 will ensure these contractors are escorted at all times, either by an authorised Net24 employee or an Armourguard security guard.

#### **7 SUPPORT RESPONSE TIMES**

Net24 will respond to emergency server faults 24 hours a day, 7 days a week, 365 days of the year within 30 minutes of a call being lodged with our operator. During standard support hours (Monday-Friday 8:30AM – 5:00PM NZST), phone 0800 5000 24 and select 'support' when prompted. To lodge an after hours server fault, phone 0800 5000 24 and leave a message with the operator. The message should include full account name, your name, contact phone number, server id and a brief detailed message.

Emergency server faults include:

- Server Down / Hardware Failure
- Packet Loss
- Routing Issues

EMERGENCY SERVER FAULTS COVER HARDWARE AND NETWORKING ISSUES ONLY AND DO NOT COVER OPERATING SYSTEM / SOFTWARE / APPLICATIONS OR ASSOCIATED ISSUES.

Net24 may reclassify any issues misclassified as falling into one of the emergency categories listed above, and such issues will not qualify for emergency treatment. All other support issues will be handled during Net24's standard support hours (Monday-Friday 8:30AM – 5:00PM NZST).

## **8 APPLYING FOR A REFUND**

To receive a refund, send an email or written refund request to the Accounts Department. The Customer must provide your Account ID and all dates and times of server or network unavailability.

REFUND REQUESTS MUST BE RECEIVED BY THE ACCOUNTS DEPARTMENT WITHIN THIRTY DAYS OF THE END OF THE MONTH FOR WHICH YOU ARE REQUESTING A REFUND.

## **9 RESTRICTIONS**

Customers shall not receive any refunds under this SLA in connection with any failure or deficiency of dedicated server availability caused by or associated with:

- circumstances beyond the Company's reasonable control, including but not limited to, acts of any government body, fire, flood, earthquake, strike or other labour disturbance, interruption of / or delay in transportation, unavailability of / or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics or free scripts);
- scheduled maintenance and emergency maintenance and upgrades;
- Customers acts or omissions (or acts or omissions of others engaged or authorised by the Customer), including without limitation, custom scripting or coding (e.g., CGI, Perl, HTML, ASP, etc), any negligence, willful misconduct, or use of the Services in breach of the Company's Terms and Conditions and Acceptable Use Policy;
- DNS (Domain Name Server) Propagation;
- outages elsewhere on the Internet that hinder access to the Customer's account. The Company is not responsible for browser or DNS caching that may make your server appear inaccessible when others can still access it.