

Service level agreement

Content Hosting

Date 09/08/2002

Harlequin Solutions



harlequin



2 Exmoor St, London W10 6BD

0208 960 9400

www.solutions.co.uk

info@solutions.co.uk

1) Network Performance

Harlequin Solution's network will be available for not less than 99.5% of each calendar month. Availability will be calculated and reported in accordance with the rules set out below. The Network is defined as the network within our Data Center and the connectivity to our chosen ISP partners.

If in any calendar month we do not meet this standard of availability, we will compensate you. The amount of compensation will be determined in accordance with the rules set out below.

We will provide this compensation by making further services or discounts available to you up to the amount of compensation at the applicable rate. This compensation will be the limit of our liability for the non-availability of the Service.

Planned outages -

All work for the purpose of maintenance or support as part of Planned Outages will take place outside Business Hours. Planned Outages will be notified to you wherever possible on 5 days prior notice by telephone or e-mail unless otherwise agreed. We shall wherever possible ensure that there are no more than 2 planned Outages each month.

Availability -

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

$$A = (X - Y) / (X - \text{planned outages}) \times 100$$

Where:

"A" - the Availability of the Service (expressed as a percentage).

"Y" – Minutes of downtime in 1 calendar month

"X" – Total minutes in 1 calendar month based on 1 minute past midnight on the 1st to midnight on the last day of the month.

Calculation of Downtime -

Downtime is calculated from the time of notification of a fault by either you or us, and ends when the Service is restored to full working order as determined and certified by us. These times will be logged and notified to you via e-mail. However, downtime is to be disregarded to the extent it is attributable to your own network, ISP or other Internet related problems outside the control of Harlequin Solutions.

Compensation Calculations -

If availability falls below the guaranteed levels in any particular month then we shall credit you using the following -

<u>Monthly Network Availability</u>	<u>Reimbursement amount of monthly service charge</u>
99.00 - 99.49%	5%
97.00 - 98.99%	10%
95.00 - 96.99%	15%
90.00 - 94.99%	20%
Under 89.99%	25%

E mail: info@serverworld.co.uk web site: www.serverworld.co.uk

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2) Backup

Backups are scheduled to take place between 8.0pm and 6.0am GMT to keep traffic during UK peak hours to a minimum.

Your server / will be backed up on the following level –

- Frequency weekly/daily
 - Service (Standard or Enhanced)
 - Database requests (Stop SQL for backup etc)
 - Agents included (SQL, Oracle, Lotus, Exchange)
 - Tape cycle (re use every 4 weeks)
-

3) Restore

Standard service -

In the event of a server failure, Harlequin Solutions will repair the hardware and operating system and restore the last good backup as at the time of the last successful backup but it is the customers responsibility to rebuild any other software and return the server to full working order. Harlequin Solutions can assist on a chargeable basis. This operation will take 4 hours from notification or detection of the server failure.

Enhanced service –

In the event of a server failure, Harlequin Solutions will repair the hardware and operating system and disaster recover the machine as at the time of the last successful backup to complete working order. This operation will take 4 hours from notification or detection of the server failure.

Other services –

Harlequin Solutions will restore files at the request of the customer. Harlequin Solutions will charge for this service at the specified rate at that time.

If server failure is caused by user error then the restore will be charged at £250.0

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4) Monitoring

Your server will be monitored on the following level –

- Service (Network or Server Content)
- Special services (Item, Interval, reporting addresses)

Network -

Network monitoring of our own network and our external connectivity is performed as standard with all our services. We check to ensure that there is network connectivity to all servers and that our network can be seen from various points around the world. The network card for each individual server will be ping tested every 5 minutes (unless blocked by the customer) and any faults reported to the support team. We check our own DNS servers and monitor a dummy web site from various external locations. The environment is checked using the same system to ensure temperature, humidity and power within the data centre are within our chosen specifications. All reports give audible warnings within the facility and send SMS messages to the support teams mobile phones.

Content -

Server monitoring includes all of the features of Network monitoring plus checking of the web, e-mail, database or DNS service. Any errors will give audible warnings within the facility and send SMS messages to the support teams mobile phones.

5) Support Line

Monday to Friday 9.0am to 5.30pm excluding bank holidays

Technical support telephone number is -

Outside of these hours your EMERGENCY number is -
This number is for emergencies only. Use of this number for any other reason will incur a penalty charge of £100.0.

An emergency is classed as total failure of the web site.

Your emergency e-mail address is - technical@solutions.co.uk

6) Technical Support

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Technical support is included for

(xx hours per month)

Technical support covers full access to our support team to discuss and resolve issues relating to the functioning of your servers and content as defined below –

(Hardware
Operating system
DNS
E-mail
SQL
HTML
ASP)

7) Physical Access

You have physical access to your server Monday to Friday 9.0am to 5.30pm excluding bank holidays giving 24 hours notice. Access during these hours is free.

Access outside these times can be arranged giving 5 working days notice. A fee of £35.0 per hour will be charged for access during these hours.

8) Remote Access

You have remote access to your server using - (Pc, Remotely, VNC, Term)

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9) Web site reporting

You have access to your Web site logs using - (Stats)

Appendix –

Definitions used:

"Availability" means the availability of your Server of Web Site demonstrated by means of either a ping or trace route program. Problems due to bad programs and issues not controlled by Harlequin Solutions will not be compensated for.

"Business Hours" means 09.00 a.m. to 5.30 p.m. on a day other than a Saturday, Sunday, bank or other public holiday in England and Wales.

"Downtime" means in respect of any month the total time during which the Service is not available (other than as a result of planned Outages).

"Planned Outage" means any period during which any user cannot process an application transaction or send or receive e-mails utilizing the service caused by work for the purpose of maintenance or support.

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