

Livetodot Shared Hosting

Service Level Agreement (SLA)

1 Summary

Livetodot shared hosting services come with a service level agreement (SLA) outlining the level of service that we agree to provide to all customers. This SLA applies only to shared hosting services; other Livetodot products and services carry their own SLA. This specific SLA should be read in conjunction with the shared hosting and general Livetodot hosting Terms and Conditions. If there is any discrepancy between this document and the general Terms and Conditions, this document shall prevail. Some terms in this document have special meanings as set out in the specific and general Terms and Conditions documents.

2 Service Availability

Provider will provide use of a web server and access to a MySQL database server in an environment shared by other customers with availability of at least 99.8%. Services auxiliary to web hosting including (but not limited to) access to a suitable hosting control panel, FTP access, email accounts and use of cron jobs will be provided with availability of at least 97%. Availability figures exclude scheduled maintenance which will be notified to Customer in line with the Maintenance Notification policy set out below.

3 Security

Provider will provide a secure environment for the housing of all hardware related to the operation of the shared hosting product. In addition Provider will provide server-level security including but not limited to: firewall, intrusion detection, software updates and network security.

Customer is responsible for the security of their own shared hosting account and should take appropriate action to protect usernames, passwords, keys and other access credentials. Customer is responsible for all actions which take place on their account and should inform Provider of any breaches in security on their account of which they become aware.

4 Monitoring

Provider will monitor the following elements of the Service provided 24 hours a day, 7 days a week:

- Power supply and supporting equipment.
- Core network.
- Environment and supporting equipment.

Provider will maintain a response and escalation process for all monitored system's faults and failures.

Provider will not specifically monitor Customer's sites or applications.

5 Fault Reporting & Support Procedure

Fault reporting and support channels are as follows:

- **For minor faults not impacting service, general support:** via email to support@livetodot.com or telephone on 0844 816 2222 during office hours (0830 - 1830 Monday to Friday).
- **For serious service-impacting faults:** directly via telephone during office hours (0830 - 1830 Monday to Friday) on 0844 816 2222 or via telephone on 0845 057 3780 at other times.

Provider should be notified as soon as faults in Provider managed services become apparent to Customer. Once faults have been reported Provider will follow procedure set out in part 7 "Support for Provider Services". Client must submit all requests for support via the appropriate channel as detailed above. Requests directed through "unofficial" channels may be deemed to be outside of the scope of this document.

6 Maintenance Notification

Provider will notify Customer via email of any planned maintenance which will have an impact the shared hosting service in

line with part 5 (“Outages, Scheduled Interruptions and Changes to Services”) of the shared hosting specific Terms and Conditions.

“At Risk” periods or those which *may* have an impact on shared hosting services will, wherever possible, be notified to the Customer via email at least 12 hours in advance of the commencement of the maintenance.

7 Support for Provider Services

Where faults are identified in Provider managed services by Provider, or reported to Provider in line with the fault reporting procedure, Provider will assess the impact of the fault and assign a priority rating of 1 to 4. Thereafter Provider aims to address the issue inline with the following:

Priority	Definition	First Line Response	Target Resolution Time
1 - Urgent	<p>Critical service systems are unresponsive and functionality is unavailable.</p> <ul style="list-style-type: none"> Shared hosting service unavailable / inaccessible. Severe business losses such as revenue and reputation. Severe business impact long term. No workaround is immediately possible. 	30 minutes	Within 12 hours
2 - High	<p>A very important element of the service is unavailable or performing very poorly.</p> <ul style="list-style-type: none"> Shared hosting service may be available but severely affected. Business will be affected if services are not restored. Some business impact long term. Workarounds are possible. 	1 hour	Within 5 days
3 - Standard	<p>Performance may be poor for the majority of users, but operations can be completed.</p> <ul style="list-style-type: none"> All services available but one or more performing poorly. Minor or no business impact long term. 	1 business day	Within 14 days
4 - Low	<p>Minor issues with very little impact on service performance.</p> <ul style="list-style-type: none"> Very minor performance issues. No impact on business long term 	3 business days	Within 4 weeks

While Provider is committed to meeting the response and resolution times listed above, it does not include time for delays or situations outside of Provider’s reasonable control including, but not limited to:

- lack of assistance from Customer;
- lack of assistance from upstream vendors;
- Force Majeure.

8 Compensation

Compensation is offered for failures in relation to this SLA. For compensation arising from service reachability, the failure period over which compensation will be calculated is based on measurements by an independent monitoring authority. For other breaches of this SLA the period of failure is based on Provider’s own measurements.

Compensation for reachability is calculated on total downtime in any given billing period and is based on the Service cost as stated on the Livetodot website:

- Downtime of less than 1 hour: the value of one day for every 10 minutes of downtime.
- Downtime between 1 hour and 12 hours: 50% of the Service cost stated on the Service Order Form.
- Downtime greater than 12 hours: 100% of the Service cost.

Compensation for failures in relation to this SLA which do not result in reachability failures are to be negotiated between Provider and Customer.

In all cases compensation will not exceed 100% of the Customer’s fee for the Service during the billing period in which the failure occurred. Claims for compensation must be made by Customer within 30 days of the failure occurring.