

Service Level Agreement for Managed Dedicated Servers

Pipe Ten provides cover for the Subscriber with a comprehensive SLA which includes the provision for substantial compensation for failure to meet the standards set within the SLA so the Subscriber can be assured of a good home for their application.

-- Network --

Pipe Ten guarantee that when not undergoing scheduled maintenance, the Network infrastructure will be available 100% of the time in each month. Network availability means all network infrastructure including routers, switches and cabling is working. The Network infrastructure is defined as the portion of the Network extending from the outbound port on a Subscriber's cabinet switch to the outbound port on the border router. Services or software running on a Subscriber's servers are not counted as part of the network. Any downtime is deemed to commence when a fault is notified to support and ends when connectivity is restored. This does not include loss of connectivity due to hardware issue or server mis-configuration. In the event that Network infrastructure availability should fall below 100% in a given month due to a fault of Pipe Ten, and this failure directly and adversely affects Subscriber's hosted environment, Pipe Ten will refund to the Subscriber a service credit for 10 times (1000%) the actual amount of downtime relative to their monthly fee. This means that if a Subscriber's server is unreachable for 1 hour (beyond the 0% allowed), the Subscriber will receive 10 hours of credit. If a third party not associated with Pipe Ten initiates a "Denial of Service" or other form of disabling attack against a Subscriber's Server or major portions of Pipe Ten's network, Pipe Ten will do everything in its power to stop the attack, but cannot offer a guaranteed resolution time.

This guarantee is limited to services running directly on a Subscriber's dedicated server, it does not apply to any shared hosted services they may be using, this may include but is not limited to email services, DNS services, control panel access and databases services that are not directly hosted on the Subscriber's dedicated server.

-- Power --

Pipe Ten is responsible for maintaining electrical Power connectivity to the Subscriber's server. In the event that power connectivity is not maintained for 100% of time during a calendar month, Pipe Ten will refund to the Subscriber a service credit for 10 times (1000%) the actual amount of downtime relative to their monthly fee. This means that if a Subscriber's server is unreachable for 1 hour (beyond the 0% allowed), the Subscriber will receive 10 hours of credit. This does not include failure due to hardware issues on the server itself.

This guarantee is limited to services running directly on a Subscriber's dedicated server, it does not apply to any shared hosted services they may be using, this may include but is not limited to email services, DNS services, control panel access and databases services that are not directly hosted on the Subscriber's dedicated server.

-- Hardware --

Pipe Ten are responsible for ensuring all hardware components will function properly and will rectify or replace any component with a fault at no cost to the Subscriber. Hardware is defined as the server chassis, processor(s), memory, storage devices, motherboard, power supplies, and network interface cards. This includes faults in Hardware due to failures in power and HVAC infrastructure including UPS, PDU and cabling. Pipe Ten will begin fault resolution once the problematic component has been identified.

-- Support --

Pipe Ten will provide the Subscriber with emergency telephone technical support 24 hours a day, 7 days a week. Technical support is also available by submitting a ticket through their Pipe Ten control panel or by emailing support@pipeten.co.uk. Live chat support is also available during office hours via Pipe Ten's website at <http://www.pipeten.com>. Technical support is limited to Pipe Ten's area of expertise. Pipe Ten provides support related to the Subscriber's server or virtual site physical functioning. Pipe Ten does not offer technical support for application specific issues such as cgi programming, html or any other such issue. Pipe Ten does not provide technical support for the Subscribers of a Subscriber. Lastly, the Help files in the software application the Subscriber are using or Pipe Ten's resource website <http://www.pipeten.info> may have the answer to your question, so please do investigate these resources before contacting technical support.

-- Software --

Pipe Ten are responsible for the management of the the software that controls the hosting service on the Subscriber's server. This includes the operating system, the web server software and the control panel software that the Subscriber uses to access the server. This ensures the Subscriber does not have to worry about keeping the operating system and hosting software updated on their server, all updates and patches will be managed and install by Pipe Ten. If a backup service is taken the management of the backup software and its agents are also included. Installation of, the management of, or updates to any speciality software installed on a Subscriber's server that are outside of a standard hosting server configuration are not included. The Subscriber's access to their server will be limited to be via FTP and the control panel provided. Access via remote desktop, SSH or any other method is not permitted to the Subscriber to ensure the stability of the management Pipe Ten provide to the Subscriber.

-- Service Priority --

In the event of an issue to any of the provided services, priority will be directed to the most critical services. Services are divided into three classes of priority as outlined below:

Primary = DNS; Email: POP3, IMAP; Database: MySQL, MS SQL Server; Web: Apache HTTP, IIS HTTP; Management: Control Panel;
Secondary = Email: Webmail, Anti-Spam, Anti-Virus, Grey Listing, Domain Keys, Webform; Backup; Monitoring; Web: FTP;
Tertiary = Email: POP3S, IMAPS; EasyApp; SiteStudio;

Periods of scheduled maintenance announced at least 24 hours in advance on the Pipe Ten support website at www.pipeten.info and are excluded from SLA calculations. An email subscription to updates on Pipe Ten's support website is available. Core operating system and server software updates will be installed on a regular basis. There may be small periods of downtime while the updates are installed and restarted. This will be performed outside of core hours and during the server's typically quieter periods to keep any disruption to a minimum. This does not apply to any backup agents updates.

The maximum overall service credit payable under the SLA agreement in any calendar month will be 100% of the month's Service Fee. This SLA does not apply for any month to the extent that service credits arise as a result of the Subscriber's breach of the AUP or if the Subscriber is in material default of payment.

Claims for SLA service credits must be made within 5 business days of the incident to claims@pipeten.com.