

Wyenet Co-Location Service Level Agreements

Standard SLA - included in the cost for all co-located & leased servers.

Wyenet Ltd will provide:

Internet Connection

10baseT or 100baseTX RJ45 switched network connection

Internet connections will be accountable by either bandwidth usage (data transfer averaged on a monthly basis) across an Ethernet connection or by limitation from 64 Kbit/s upwards.

Power Supply

1.2KW per rack of UPS power providing at least 20 minutes of UPS power.

A maximum of two 240V UK 3-pin BS1363 plugs not exceeding 200W per server.

Power and Equipment Outages

Wyenet Ltd will provide a minimum of 48 hours notice of any planned power or equipment outages except in the case of emergencies requiring immediate or shorter notice action.

Planned Maintenance

Any planned maintenance that is carried out by Wyenet Ltd will take place between the hours of 00:00 (midnight) and 06:00 in order to minimise disruption to services during peak times.

Wyenet Ltd will provide a minimum of 12 hours notice for any maintenance that is carried out on the network except in the case of emergencies or network failure requiring immediate or shorter notice action.

Security

Physical Security: All servers are located in a secure building with both physical and electronic security.

The Network Operations Centre is protected by a PIN coded security lock and NACOSS approved intruder detection system.

Client provided server

Wyenet Ltd is unable to provide any support for hardware/component failure associated with client provided servers. It is the client's responsibility to arrange on-site maintenance cover, through manufacturer's, third party or own staff provision.

Wyenet leased server

Wyenet Ltd will provide responsibility for all hardware/component failure, including cost of replacement parts and technician support time, for 12 months from the date of installation.

At the end of the 12-month period, the client will accept responsibility for the replacement of failed components (including cost of components and technical support staff time)

Any additional maintenance work required by the client will be subject to charge under the normal technical support hourly rate. (£35.00 per hour)

Access to colocated servers

The client will have physical access to their server by prior appointment only

All appointments for physical access to co-located servers must be made through the Wyenet Technical Support Team. (01989 566446)

Wyenet is able to provide the loan of a monitor, keyboard and mouse for standard SVGA PS/2 client servers. The service is known as 'workstation access'.

Environmental Control

Temperatures within NOC is maintained below 23°C (based on a winter of -2°C and a summer of +30°C).

Particle and/or smoke detectors are used to detect fire and smoke within NOC.

Technical Support

A member of the Wyenet Technical Support Team will be available for assistance at 01989 566446 between the hours of 0900 - 2000 Monday to Friday and 0900 - 1200 Saturdays.

Network Monitoring

Wyenet plc network operating centre monitors network connections 24 hours a day.

Faults may be reported at the Technical Support number 24 hours per day.

IP address allocation

Wyenet Ltd will allocate IP addresses within the terms permitted by RIPE - Réseaux IP Européens

Charges may apply for large allocations.

Domain Name Hosting / DNS records

Wyenet Ltd will include DNS hosting for 2 domains for each colocation customer.

Wyenet Ltd reserve the right to make a charge for any subsequent domain hosting and all DNS record changes.

Wyenet Ltd can register new domains for colocation clients at its standard rates. All new registrations will be in accordance with the issuing authority rules.

If Wyenet Ltd registers a new domain for the use of a client, the client agrees to the issuing authority rules and agrees to indemnify Wyenet plc against any claims that might arise from the registration of the said domain.

Software Support and Maintenance

The client accepts sole responsibility for the installation of third party software.

It is the client's responsibility to ensure that they are in possession of valid licences for all software used on their co-located server.

Wyenet Ltd is unable to provide technical support for third party applications.

Wyenet technical staff can execute specific commands as requested either in writing or during a telephone conversation with the client. This service is known as 'remote help'. This Service will be charged at our normal support rate of £35.00 per hour.

The client is responsible for any conflicts that third part software installation may cause. If Wyenet Ltd is asked to provide any intervention to resolve conflict issues then a charge will be made at the company's standard consultancy rate (minimum £65 / hour with a minimum charge of £35). Additional charges may apply for operations carried out by third party staff.

Server failure

Wyenet Ltd will power cycle a client server on receipt of a service failure call during support hours (09:00 - 20:00 Monday to Friday and 09:00 to 12:00 Saturdays) free of charge.

Power cycles outside of support hours will incur a minimum charge of £35.

Additional Services

Wyenet will undertake upgrades to your server at the standard consultancy / technical rate of £65 per hour.

All upgrades must be pre-booked at least 48 hours in advance.

All hourly rates quoted are exclusive of VAT.

Enhanced SLA - available to co-located and leased server clients

Annual charge: £1250.00 (paid quarterly or annually in advance) plus additional charges

The **Enhanced SLA** will include the **Standard SLA** plus the following additional or amended items.

Domain Name Hosting / DNS records

Wyenet Ltd will include DNS hosting for 5 domains with each Enhanced SLA agreement.

Changes to DNS records are charged at the standard rate

Software Support and Maintenance

The client accepts sole responsibility for the installation of third party software.

It is the client's responsibility to ensure that they are in possession of valid licences for all software used on their co-located server.

Wyenet Ltd is unable to provide technical support for third party applications.

Wyenet Ltd will provide **2** 'Remote Help' sessions per month of up to **2 hours** each session.

The client is responsible for any conflicts that third part software installation may cause. If Wyenet Ltd is asked to provide any intervention to resolve conflict issues then a charge will be made at the company's reduced consultancy rate (£45 per hour with a minimum charge of £35)

Backup services

Wyenet Ltd will provide backup services on a tape rotation basis.

The tape rotation will be provided on a weekly or monthly schedule as required.

The client will supply the tapes together with any instructions required.

Wyenet Ltd undertakes to store the backup tapes in a separate location to the server.

Wyenet Ltd will not undertake restoration of data to client servers. It shall be the client's responsibility to complete restoration of data.

Server failure

Wyenet Ltd will power cycle a client server on receipt of a service failure call during Support Hours (09:00 - 20:00 Monday to Friday and 09:00 to 12:00 Saturday) free of charge.

Wyenet Ltd undertakes to provide 5 power cycles per month outside of Support Hours at no charge.

Additional Power cycles outside of Support Hours will incur a charge of £35 per power cycle.

Additional Services

Wyenet Ltd will undertake upgrades to your server at the reduced charge of £45 per hour. All upgrades must be pre-booked at least 48 hours in advance.