

SERVICE LEVEL AGREEMENT

UKDedicated LTD

Service Levels

An important part of choosing your dedicated server is the level of service that you receive from your dedicated server company.

The lowest price is not always the best if it means sacrificing speed of bandwidth, quick reboots and support staff who know what they are talking about.

At UKDedicated Ltd we pride ourselves on the highest levels of quality and customer service, to give our customers peace of mind we have guaranteed Service Levels.

The four major points of our Service Levels are:

- 30-minute reboot guarantee
- 99.9% connectivity guarantee
- 99.9% power guarantee
- Price freeze
- Bandwidth guarantee

30-minute reboot guarantee

Should your server stop responding then you need to get it rebooted as quickly as possible, to do this you can visit our web based reboot request form. This form gives us all the information we need to get your server rebooted as quickly as possible.

We guarantee that we will have your server rebooted within 30 minutes 7 days a week 365 days of the year.

99.9% connectivity money-back guarantee

We guarantee that our network will be available at least 99.9% of the time (even though we are normally available 100% of the time).

We will periodically (on average every 5 minutes) monitor network availability from a different location as to where the Clients hardware is located.

Should we fail this promise and our network is unavailable for more than 1% of the time in any full calendar month then we will refund one day's service for every hour connectivity has been unavailable over and above 1% of that month. This guarantee extends in value up to a maximum of your monthly subscription charge.

Hardware

Hardware failure is rare and can not be predicted or avoided. We will replace all hardware on rental servers (dedicated and managed) free of charge to the client. This also applies to parts ordered as upgrades and add-ons to existing services. We will endeavor to replace hardware as soon as possible and will be treated with the highest of priority. Faulty hardware affecting performance levels of equipment has a targeted replacement of within 24 hours where possible which includes hardware issues that cause server crashes and/or speed issues. We endeavor to keep spare servers and hardware on site for such events.

Price freeze

We guarantee that the prices quoted at the beginning of the Term shall remain fixed throughout each year of the term. On the automatic renewal of the Term from year to year the prices may be notified to you and you shall then be guaranteed for the forthcoming Term

Bandwidth guarantee

Many providers oversell their bandwidth, this means that if all their customers started to use more bandwidth then they would not have the capacity to handle this and as a result your servers would be very difficult and slow to access.

At UKDedicated we guarantee that we will always have enough bandwidth to service every single customer as they require.

Complaints Procedure

All complaints must be sent to via electronic mail to:

management@ukdedicated.com. If you place a complaint in writing to us it must be mailed to the following address:

UKDedicated LTD
2nd Floor LPL (Westbury LPL)
145-157 St John Street
London
EC1V 4PY