

Datatech UK Ltd

Data Centre Service Level Agreement

V5.06.13



**Prospect House
Fishing Line Road
Redditch
Worcestershire
B97 6EW**

Data Centre Service Level Agreement

This Service Level Agreement sets the expectations between Datatech UK Ltd and the Client.

It is the cornerstone of how the service provider sets and maintains our commitment to the service consumer.

This Service Level Agreement has been designed to address five key aspects:

- What we aim to provide
- How we deliver this aim
- Measuring the delivery, and how we deliver
- Failure to Provide
- How The SLA may change over time

This Service Level Agreement between Datatech UK Ltd and the Client and should be read in conjunction with the Quotation[s] for Products / Services and Data Centre Terms as these documents together form the complete Data Centre Terms and Conditions.

Up-dated June 2013

Products, Services and the Environment.

Datatech UK Ltd aim to provide a number of services using the backbone of our Data Centre.

- Dedicated Servers
- Shared Rack Space
- Rack Space

Dedicated Servers: Units that are built to a set of high specifications or Clients can specify their own specification requirements. Dedicated racks have been utilised for Dedicated Servers, these racks have secure access via Combination locks. These Servers are supplied with necessary tools for you to utilise.

Shared Rack Space: Dedicated racks are utilised for smaller individual companies that only require a single 'u' or maybe two or three. These racks again utilise the security of a Combination Lock.

Rack Space: Established organisations that offer hosting to their Clients and can benefit from rack space ranging from 11u to 48u. These racks, once again utilise the security of a Combination Lock.

Delivery Aim

These services can be offered based on the Cisco infrastructure, Digital Security and Dual Internet Connectivity.

On site we have two generators which are linked to the main power supply using an automatic transfer switch, quite simply, power loss is detected and re-established within approximately 15 seconds of detection; UPS devices maintain power through the switchover. The generator switches off 2 minutes after power has been restored.

Concealed Cooling is supplied by multiple Mitsubishi Heavy Industry air conditioning units. This is a ducted solution, configured to allow for failure and redundancy, whilst keeping room temperature to an average of 20°C. All air conditioning units are maintained and serviced on a regular quarterly basis

Fire risk assessment has been designed around a VESDA FM200 fire suppressant system. FM200 systems are designed for fire extinguishing without damaging valuable equipment. Potential fire threats are detected in the roof space in addition to the room itself.

Statement of Service Level Agreement.

Commitment	Performance Indication
Power	100%, Each Data Cabinet is equipped with an APC 3000. Onsite diesel generator with a 15 second automatic power transfer.
Internet Connectivity	99.95%
Power Sockets	16 amp breaker per cab
IP Address's	2 as standard. Unlimited, allocated using RIPE guidelines
SLA on Cooling	100%

Scheduled Maintenance

- 1) A minimum of 48 hours' notice will be given in any event of scheduled maintenance that has a possibility of 15 minutes or more loss of service. Scheduled maintenance dates will be provided on our website - www.datatechuk.com - email notification is also supplied to main account holders email address.
- 2) We will endeavour to carry out any scheduled maintenance work deemed necessary at times that will least affect our Clients. However, some maintenance may occur at or run into peak times.
- 3) Emergency maintenance work will be carried out at any time on the network, ensuring the infrastructure and integrity of the connectivity.
- 4) We will ensure that there are no more than three scheduled maintenance projects in any one calendar month that will cause an interruption to the Client.

Failure to provide

- 1) If the network is unavailable for one or more consecutive hours during any calendar month, excluding planned maintenance we will, upon the Client explicit request, in writing, credit their monthly invoice with a half day credit per occasion, with a maximum of up to seven days credit in any one calendar month.
- 2) Claiming for loss of service under the terms of this Service Level Agreement, the Datatech UK Ltd Accounts Manager must be notified in writing within 30 days of the date that the Service Level Agreement was not met. It is the Clients' responsibility to provide Datatech UK Ltd with accurate points of contact, i.e. email address, phone numbers etc.
- 3) Datatech UK Ltd actively monitors all services provided to Clients; we therefore seek to rectify any fault on its occurrence. Failure to notify Datatech UK Ltd before the fault is rectified will not be constituted as unavailability of the network.
- 4) If the service is unavailable as a direct cause from a third party provider, Datatech UK Ltd will endeavour to help resolve the fault. In this instance Datatech UK Ltd reserves the right to re-claim any charges that may occur at our discretion.
- 5) Network unavailability will not include service loss of less than 1 hour or which is caused by:
 - a) Scheduled Network Maintenance
 - b) Acts or Omissions of the Client
 - c) Use of any software applications by the Client
 - d) Client Equipment including equipment configured and / or supplied by Datatech UK Ltd
 - e) Any use of the service authorised by the Client
 - f) Use of the service that is in breach of our Terms and Conditions or Acceptable Use policy
 - g) Unavailability of third party telecom provider services
 - h) Actions of third parties which are beyond the control of Datatech UK Ltd
 - i) Reasons of Force Majeure or situations beyond the control of Datatech UK Ltd
 - j) Any other circumstances which fall beyond or outside Datatech UK Ltd's reasonable control.

Service Level Agreement [SLA] Changes

It may be necessary to change our Service Level Agreement when we feel it necessary to do so to enhance our service with changes in technology, upgrades of internet services or altered agreements with our providers.

Datatech UK Ltd reserves the right to change these terms and conditions at any time. When we make changes, we shall update the version number of the terms and conditions document – as shown on the front cover of the SLA and publish the latest version on our website. We encourage you to review these terms and conditions whenever you visit our site.

The latest Service Level Agreement is posted on the Datatech UK Ltd website at www.datatechuk.com. Please refer to the website for the latest Service Level Agreement.

I acknowledge receipt of the above detailed Data Centre Service Level Agreement and by signing confirm my acceptance of these Terms and Conditions contained therein.

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Signature

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Position

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Date

Authorised Signatory For and on behalf of

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