



**Hosting delivered with passion and expertise**

Introducing a service-focussed  
Cloud hosting **partner**

## **Service Level Agreement (SLA) Policy**

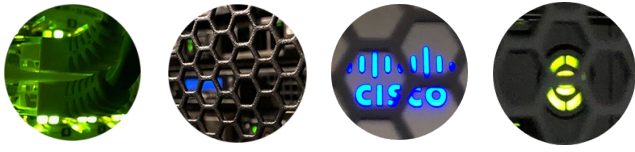
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## **SYNOPSIS**

We employ a 99.9% overall monthly\* SLA policy which covers our portfolio of services. The Customer Agrees that the only admissible measurements are those officially recorded by the Company. Unless otherwise stated, our SLAs only apply to first-party systems and services (our systems and services).

Like every company, FyfeWeb also relies on third-parties to provide certain functions and services, for items such as power, backup networking etc. Any environmental, networking, power issues, the external infrastructure used by FyfeWeb are not included within our Service Level Agreement.

### **1.0 – POLICY APPLICABILITY:**

(a) Our Service level agreement is only applicable for:

- Hardware failures caused by company negligence, action or inaction.
- Software crashes/ failures caused by company negligence, action or inaction.
- Internal networking issues/misconfiguration
- Network switch misconfigurations and failures
- Any other events that are declared our responsibility in an internal investigation or if we outright state otherwise

(b) Our Service level Agreement is not applicable for:

- Third Party/External systems/infrastructure failures
- Third Party/External networking failures (At ISP/IXP level)
- Customer induced incidents or occurrences
- Any third-party company or organisation providing a service to the company i.e. software licenses
- Force majeure events
- Acts of God; in the event downtime is suffered due to extreme events or occurrences at our data centres and or any other means defined by legislation will not be covered.
- Accessibility of FyfeWeb's web properties, DNS services, mail filtering services and solutions, APIs, or control panels.
- Power failures at Local/National/Regional power grid level
- Any other infrastructure or network incident, attack or occurrence, or a service or system which is out of our control
- If it is determined – by us – that the SLA claim is fraudulent
- Anything we reasonably believe to apply to this category

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MEASUREMENT(S)	TARGET
Network Connectivity	99.9%
Power Availability	100%
General Service Availability	99.9%

**AVAILABILITY PERCENTILES - MINIMUM**

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## PUBLIC DOCUMENT CONTROL

<b>DOCUMENT TITLE:</b>	SLA POLICY
<b>DOCUMENT CLASSIFICATION:</b>	NOT PROTECTIVELY MARKED
<b>DOCUMENT OWNER</b>	LEGAL & COMPLIANCE DIRECTORATE
<b>DOCUMENT VERSION:</b>	4.1
<b>CREATION DATE:</b>	2020-10-01
<b>LAST REVISION:</b>	2022-11-13
<b>REVIEW DATE:</b>	2023-04-18

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