



Hosting delivered with passion and expertise

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

Service Level Agreement (SLA) Policy

Copyright © 2023 FyfeWeb Ltd. All Rights Reserved.

NOT PROTECTIVELY MARKED

© Copyright FyfeWeb Ltd. 2023. All Rights Reserved.

support@fyfeweb.com

www.fyfeweb.com



SYNOPSIS

Like every company, FyfeWeb sometimes 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.

We employ a 99.9% overall monthly SLA policy*. The Customer Agrees to all our terms and conditions of service, which can be found in the Legal, Privacy & Trust Centre on our website and irrevocably agree that the only admissible measurements and calculations in relation to uptime and service levels, are those officially recorded by the Company.

DEFINITIONS

- (a) "Customer" is defined as the person who FyfeWeb ("Company") provides a service
- (b) "Service Level" is defined as the agreed minimum level of service that FyfeWeb shall provide to the customer per calendar month
- (c) "Hardware issues or failures" is defined as any malfunction, crash, abnormality or non-functionality of any equipment, component or non-data connections to or between any such equipment.
- (d) "Software issues or failures" is defined as any malfunction, crash, abnormality, or non-functionality of any software, application, operating system, data or similar
- (e) "Networking issues, failures or misconfigurations" is defined as any malfunction, abnormality, non-functionality or non-operational status of any networking/connectivity equipment. (This does not include ethernet cables or optical/fibre links connecting servers to switches etc).
- (f) "Downtime" is defined when one device cannot communicate with another, whether local or on the internet, for a consecutive period of fifteen (15) minutes or more.
- (g) "Network Downtime" is when a server is when it cannot send and receive data to and from FyfeWeb or at least any two (2) major transit networks as defined by FyfeWeb.

1.0 – POLICY APPLICABILITY & COVERAGE:

SLA DOES APPLIES TO:

- (a) Internal hardware issues or failures caused by company negligence or action.
- (b) Internal software issues or failures caused by company negligence or action.
- (c) Internal networking issues, failures or misconfigurations.
- (d) Any other events that are declared our responsibility in an internal investigation or if we state otherwise.

SLA DOES NOT APPLY TO:

- (e) Third party or external systems or infrastructure failures
- (f) Issues or Failures from upstream or peered network providers (i.e., IP Transit or Internet Exchanges)
- (g) Customer negligence, action or inaction

NOT PROTECTIVELY MARKED

© Copyright FyfeWeb Ltd. 2023. All Rights Reserved.

support@fyfeweb.com

www.fyfeweb.com



- (h) Any third-party company or organisation providing a service to the company i.e. software licenses
- (i) Force majeure events or 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.
- (j) Accessibility of FyfeWeb's web properties, DNS services, mail filtering services and solutions, APIs, or control panels.
- (k) Power failures (such as failures at local Power Grid)
- (l) Any other infrastructure or network incident, attack or occurrence, or a service or system which is out of our control (i.e. DDoS Attacks)
- (m) General equipment or component issues/failures (such as failures of disk drives, power supplies, NICs etc)
- (n) Customer Applications, Software or similar
- (o) If it is determined by us that the SLA claim is not eligible or fraudulent
- (p) Anything we reasonably believe to apply to this category

2.0 – MINIMUM AVAILABILITY PERCENTILES

MEASUREMENT TYPE	TARGET
Network Connectivity	99.9%
Power Availability	100%
Overall Service Availability	99.9%

NOT PROTECTIVELY MARKED

© Copyright FyfeWeb Ltd. 2023. All Rights Reserved.

support@fyfeweb.com

www.fyfeweb.com



PUBLIC DOCUMENT CONTROL

DOCUMENT TITLE:	SLA POLICY
DOCUMENT CLASSIFICATION:	NOT PROTECTIVELY MARKED
DOCUMENT OWNER	LEGAL & COMPLIANCE DIRECTORATE
DOCUMENT VERSION:	5.0
CREATION DATE:	2020-10-01
LAST REVISION:	2023-10-28
REVIEW DATE:	2024-10-27

NOT PROTECTIVELY MARKED

© Copyright FyfeWeb Ltd. 2023. All Rights Reserved.

support@fyfeweb.com

www.fyfeweb.com