



Hosting delivered with passion and expertise

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

Service Level Agreement Policy

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POLICY SYNOPSIS

We employ a 99.9% overall monthly* SLA policy which covers our Service portfolio. Our SLAs only apply to first-party systems and services (our systems). Like every company, FyfeWeb relies on third-parties to provide services such as power and backup networking. Any environmental, networking, power issues, the external infrastructure used by FyfeWeb are not included within our SLA policy.

1.0 - SLA POLICY IS ONLY APPLICABLE FOR THE FOLLOWING:

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

2.0 – SLA POLICY IS NOT APPLICABLE FOR THE FOLLOWING:

- (a) Third Party/External systems/infrastructure failures
- (b) Third Party/External networking failures (At ISP/IXP level)
- (c) Customer induced incidents or occurrences
- (d) Any third-party company or organisation providing a service to the company i.e. software licenses
- (e) Force majeure events
- (f) 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.
- (g) Accessibility of FyfeWeb's web properties, DNS services, mail filtering services and solutions, APIs, or control panels.
- (h) Power failures at Local/National/Regional power grid level
- (i) Any other infrastructure or network incident, attack or occurrence, or a service or system which is out of our control
- (j) If it is determined – by the company – that the SLA claim is fraudulent
- (k) Anything we reasonably believe to apply to this category

**Uptime percentiles are determined by the company*

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