



Hosting service level agreement (SLA)

This service level agreement applies only to 'web and email hosting services' as provided by Anchor. For the purposes of this document Anchor Systems Pty Ltd shall be referred to as 'Anchor'.

Objectives

This agreement sets out the minimum level of service that Anchor is required to meet and the corresponding penalties for not meeting such levels. Our objective is to provide a continuously operating service that is well beyond the minimum levels specified.

Uptime

The target up-time for primary services is 99.8% each month.

Support

All support requests will be handled as soon as possible, the target time to action all support requests is within 15 minutes. Telephone and email support is provided during the support hours as [published](#).

Performance

All services are continuously monitored to ensure rapid response to any faults which may occur. Monitoring is carried out on all primary services. Monitoring feedback is provided to technical support staff via email and paging services 24hours, 7 days.

Service Level Guarantee

The service level guarantee will be measured by Anchor and is based on the up-time. If Anchor determines that primary services were unavailable for period exceeding the maximum allowable under the prescribed up-time target, and extending for a continuous duration of 1 hour or more per instance, upon the customers request, Anchor will credit the customers monthly invoice the prorated charges of one (1) day of the Anchor services fee for each consecutive hour, up to a maximum of 7 days per month. To receive credit if this guarantee has not been met, the customer must contact Anchor within 30 days of the end of the month for which credit is requested.

Definition of Terms used

Primary services: Network availability, Operating system, Web server, Email server, Database servers.

Up-time: the total percentage of hours each month not affected by down-time.

Down-time: the total duration each month for which the primary services are not operating at a reasonable level. Down-time does not include periods for which the primary services are not operating as a result of scheduled outages or outages which can reasonably be determined as resulting from the customers actions.

Customer: Persons to whom the client has authorised access to the web hosting for the purposes of configuration, testing or development or those persons authorised/requested to act on behalf of the client.

Scheduled outages: From time to time upgrades to hardware and or software may be required, such upgrades will be performed outside of business hours. The client will be notified as far as practicable in advance of such upgrades. Scheduled outages under normal conditions should not exceed 5 hours per year. Under normal conditions the client will be advised via the Anchor technical news mailing list no less than 24 hours in advance of any scheduled outage.

Client: The company or individual so named on the web hosting order or hosting agreement.