

Service Level Agreement

Domain Registration Services

Rev 2 - May 2016



About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.



Service Level Agreement

1 Service Description

1.1 Service Outline

This Service Level Agreement (SLA) applies to the provision of Domain Registration Services and should be read in conjunction with the Service Description for the purchased service.

1.2 Products

This SLA applies to all Domain Registration Services including associated DNS Services.

2 Operational Hours

The service is designed to be available continually 24 hours a day, 7 days a week, all year, subject to planned maintenance time. Support is available based on Standard Business Hours of 08:00 to 18:00 Monday-Friday.

3 Performance

3.1 Availability

- 3.1.1 Net Support UK Ltd will use reasonable endeavours to meet a target of 99.9% availability, subject to the terms of this Agreement.
- 3.1.2 Service availability will be based on the availability of Net Support UK Ltd's Managed DNS Zone Servers (Name Servers) for servicing DNS queries relating to the customers' domain. This will be determined by scheduled automatic tests for correct responses to sample DNS queries determined by Net Support UK Ltd.
- 3.1.3 Downtime does not include any period of time where the service is not available as a result of Planned Maintenance, or where service availability is impacted by failure of other services such as those provided by Top Level Domain (TLD) registries.
- 3.1.4 Service availability measures only apply from 48 hours after the Domain Name has been registered and the appropriate DNS Zone files configured.

4 Service Operation

4.1 Monitoring

- 4.1.1 Net Support UK Ltd provide automated monitoring and logging of uptime and performance of the core DNS service on a 24\7 basis.

4.2 Incident Reporting

- 4.2.1 The Fault reporting process is based on a Standard Business Hours basis subject to contract.
- 4.2.2 All faults should be reported in the first instance to Net Support UK by contacting the Support Services Team via telephone to 029 200 22 333, or via email to support@nsuk.com. This will raise a unique Incident Number. Following this Net Support UK Ltd will use best endeavours to resolve the issue without undue delay.

4.2.3 The Net Support UK Support services team have a specific SLA in place for helpdesk services. Please refer to Net Support UK Ltd Support Services SLA. This document outlines our general approach to call prioritisation and response times for both faults and changes.

4.3 Configuration \ Change Management

4.3.1 Configuration management is based on standard working hours of 08:00 – 18:00 Mon-Fri excluding Public Holidays.

4.3.2 All requests for changes to the service configuration should be made in the first instance to the Net Support UK Ltd Support Services Team by either telephone to 029 200 22 333 or by email to support@nsuk.com. This will raise a unique Request Number. Following this Net Support UK Ltd will use best endeavours to process the Request without undue delay.

4.3.3 No changes will be made to either Registration Details or DNS Records until we have received approval from an authorised contact, in writing or via email, of a completed Change Request form.

4.3.4 The Net Support UK Ltd Support services team have a specific SLA in place for helpdesk services. Please refer to Net Support UK Ltd Support Services SLA for more detail. Typical lead times for specific change types are given below:

Change Request	Lead Time
Modify Registrant Details	2 Business Days
Add \ Amend DNS Records	1 Business Day
Domain Transfers	2 business Days ¹
Modify Name Servers	1 Business Day ²

1: Domain transfer requests are dependent on third parties and registry processes. Domain transfers for some domains can take several weeks to complete. Our lead times refer to time taken for us to respond at each stage of the process.

2: Name Server records can take up to 72 hours to fully propagate following a change. Our lead time refers to the time taken for us to complete the change following approval of a formal Change Request.

4.4 Planned Maintenance

4.4.1 Planned Maintenance refers to planned engineering works \ network modifications carried out within Net Support UK Ltd's control.

4.4.2 Notification will be made to the primary contact for the client as advised on the client order or as subsequently updated by the client, whenever planned maintenance is likely to interrupt the service.

4.4.3 The above commitment notwithstanding, Net Support UK Ltd reserve the right to carry out emergency maintenance at any time where it is necessary to maintain the integrity or security of the network. Net Support UK Ltd will endeavour to provide as much notification of such emergency maintenance as possible.

4.5 Escalation

4.5.1 If the client feels that Net Support UK Ltd are not living up to the commitments in this SLA, the following escalation path should be followed:

Business as Usual (BaU)	Support Services Team	support@nsuk.com
1st Escalation	Helpdesk Manager	HM@nsuk.com
2nd Escalation	Operations Manager	OM@nsuk.com
3rd Escalation	Operations Director	OD@nsuk.com
4th Escalation	Managing Director	MD@nsuk.com

5 Exclusions

5.1 Exclusions to this SLA

5.1.1 This Service Level Agreement will not apply where:

- (a) failure is due to Force Majeure
- (b) failure is due to inaccurate information provided by the client
- (c) failure is due to the actions of client representatives \3rd parties acting for the client or under client instruction
- (d) failure is due to a failure of access circuits at the clients site
- (e) the client has failed to implement any reasonable and clear instructions issued by Net Support UK Ltd in relation to the service
- (f) the client and Net Support UK Ltd agree a different timescale for the performance of a Service Level as described in this agreement
- (g) the client is in breach of any part of the contract for services, including the terms and conditions for payment of invoices, or the service has been suspended by Net Support UK Ltd in accordance with terms and conditions



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