

# Domain Registration Services Service Level Agreement

Rev 2.0 June 2023

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## 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 Ogi 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 Ogi 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 Ogi.
- 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 Ogi 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 Ogi by contacting the Support Services Team via telephone to **029 200 22 333**, or via email to <mailto:business.care@ogi.wales>. This will raise a unique Incident Number. Following this Ogi will use best endeavours to resolve the issue without undue delay.
- 4.2.3 The Ogi Business Service Desk team have a specific SLA in place for helpdesk services. Please refer to Ogi Pro 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 Ogi Business Service Desk by either telephone to **029 200 22 333** or by email to <mailto:business.care@ogi.wales>. This will raise a unique Request Number. Following this Ogi 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 Ogi Business Service Desk have a specific SLA in place for helpdesk services. Please refer to Ogi Pro 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 <sup>1</sup>
Modify Name Servers	1 Business Day <sup>2</sup>

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 Ogi’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, Ogi reserve the right to carry out emergency maintenance at any time where it is necessary to maintain the integrity or security of the network. Ogi will endeavour to provide as much notification of such emergency maintenance as possible.

**4.5 Escalation**

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

Business as Usual (BAU)	Support Services Team	business.care@ogi.wales
1st Escalation	Service Delivery Manager	theo.kapoutsis@ogi.wales
2nd Escalation	Director of Business Solutions	kevin.herbert@ogi.wales
3rd Escalation	Chief Technology and Operations Officer	justin.leese@ogi.wales
4th Escalation	Chief Executive Officer	ben.allwright@ogi.wales

**5. Exclusions**

**5.1 Exclusions to this SLA**

- 5.1.1 This Service Level Agreement will not apply where:
- 5.1.2 failure is due to Force Majeure.
- 5.1.3 failure is due to inaccurate information provided by the client.
- 5.1.4 failure is due to the actions of client representatives \3rd parties acting for the client or under client instruction.
- 5.1.5 failure is due to a failure of access circuits at the client’s site.
- 5.1.6 the client has failed to implement any reasonable and clear instructions issued by Ogi in relation to the service.
- 5.1.7 the client and Ogi agree a different timescale for the performance of a Service Level as described in this agreement.
- 5.1.8 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 Ogi in accordance with terms and conditions.