

WEBSITE HOSTING
The Wilkins Group, Inc.
Service Level Agreement (SLA)
(Boilerplate Template / Modifiable by Client's Needs)

Enterprise Fully-Managed Hosting Solution

Fully Managed Server Hosting SLA

The Wilkins Group, Inc. (Wilkins) understands the criticality of Internet Operations to provide services that are best practiced in the industry. Our SLA covers the following aspects of Fully-Managed Server Hosting.

Network Uptime:

Network consists of: Internet connectivity and availability on network switch and hardware server. Common test of network connectivity is PING or TRACERT to IPs.

Wilkins commits that the “network” will be available 99.5% of the time in a given month, excluding scheduled maintenance during overnight/non-business hours. Upon experiencing downtime, Wilkins will refund the customer 3% of the monthly fee for each 2 hour of downtime (up to 100% of customer's monthly fee).

Network uptime includes functioning of all network infrastructure including routers, switches and cabling, but does not include services or software running on your server. Network downtime exists when a particular customer is unable to transmit and receive data and Wilkins records such failure. Network downtime is measured from the time the trouble ticket is submitted by a customer to the time the server is once again able to transmit and receive data.

Infrastructure Warranty/Guarantee:

Wilkins guarantees that the critical infrastructure systems, including power and HVAC, will be available 99.5% of the time in a given month, excluding scheduled maintenance.

Critical infrastructure includes functioning of all power and HVAC infrastructure including UPSs, PDUs, cabling, and power supplies on servers.

Infrastructure downtime is measured from the time the server registers an alarm regarding server downtime to the time the problem is resolved and the server is powered back on.

Hardware Warranty/Guarantee:

Wilkins guarantees the functioning of all leased hardware components and will replace any failed component at no cost to the customer. Hardware replacement will begin once Wilkins identifies the cause of the problem. Hardware replacement is guaranteed to be complete within two working days (Saturdays and Sundays may be included) of problem identification. In the event that it takes us more than two days to replace faulty hardware, Wilkins will refund the customer 5% of the monthly fee per additional 4 hours of downtime (up to 100% of customer's monthly fee). Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card and other related hardware included under the server lease. This guarantee excludes the time required to rebuild the system and load the operating systems and applications.

Security

Wilkins hosts all its servers at one of the Top 5 Data Centers in the world. Our data centers are physically isolated from everyone but authorized personnel. Monitored closed circuit television and a 24x7x365 onsite security team guards the facility while military-grade pass card access and biometric fingerscan/handsan units* provide further layers of security.

All our servers are setup behind state of the art Cisco firewalls and further secured through server level security using Proxy servers and firewalls that ensure only authorized users are allowed to connect.

24 hours Server Monitoring

Our servers are constantly monitored by special monitoring software. If a server goes down for some reason, our system automatically logs the incident. An email/SMS alert is issued to look into the problem as soon as network becomes unresponsive. This typically involves Pinging the network server from remote / or local clients and recording any downtime.

Server maintenance and backups

All our servers are proactively monitored and updated with the latest in security and features on a regular basis. Further all data on the servers is backed up onto a remote location on a daily basis as part of our Wilkins management process.

Important

Please note that we do not permit the following on our servers.

- Pirated Software/Warez/Illegal MP3s.
- Porn or Adult Material, Or Links to them.
- IRC/Bots (BtchX, Eggdrop, BNC, Emech, etc.).
- Unsolicited Bulk Emailing from the server, or referencing a domain on the server.
- Denial of Service Attacks.
- Any attempt to exploit, undermine, overload or adversely affect the system or any users.

In case it is found that any of the above is happening through your domain, we reserve the right to immediately terminate your hosting without any notice.

Conclusion

Wilkins appreciates the opportunity to provide this quote. Upon acceptance of this quote, we will schedule a phone call with the web development team lead and department head. It is our understanding that the majority of the current website's content and functionality will remain the same for the new website with the exception of a calendar of events, access to downloadable documents, online forms for surveys and other information gathering needs. If there are any other content and/or features that should be added or removed from the website, the customer will provide this information to Wilkins prior to project start.

We're pleased to offer any additional information or answer any questions, if/when needed.