

Service Level Agreements for Colocated servers

Basic SLA – provided at no cost for NewNet standard colocation customers

Service Overview

Colocation is the housing of equipment (web servers or other, customer provided or leased) within one of our Data Centres. Within the data centre the server will be connected to a resilient power supply protected by a substantial UPS and an auxiliary generator. All critical systems are monitored 24 hours a day and customers have full access to their equipment 24 hours a day, 7 days a week (all access must be pre-booked using the online access authorisation form).

Equipment

- 19" ventilated racks – 600mm wide, up to 900mm deep, up to 47 'U' tall (1 'U' = 44.45mm)
- Switched 10 or 100 Mbit ports
- 24 hour monitoring
- Multiple 1Gb and 100 Mb LINX ports with equally substantial resilient links to other network providers
- Fully switched Gigabit network
- CCTV and key card secured entry
- High capacity uninterruptible power supplies
- Auxiliary diesel generators (with 5 days fuel reserve)
- Service availability in excess of 99.97%

NewNet will provide:

Internet Connection

- a) 10baseT or 100BaseTX RJ45 switched network connection
- b) Internet connections will be accountable by either bandwidth usage (data transfer averaged on a monthly basis) across an Ethernet connection or by limitation from 64 Kbit/s upwards. Data transfer will be monitored at the switch port.
- c) Internet bandwidth provided at 1:1 contention
- d) SLA guaranteed availability of 99%

Power Supply

- a) **1 kW** per rack of UPS and generator protection providing 20 minutes of UPS with auxiliary diesel backup power generation. **1 kW** is defined as the average power consumed over a 1 month period when the average current reading is less than 4.35A at a nominal 240V.
- b) One 16A 240V BS4343 'commando' port per rack delivering **1 kW** power (as above) via a digitally monitored power distribution unit providing five 240V UK 3-pin BS1363 sockets. Power supply in shared racks to not exceed **75 W** per 'U' of rack space.
- c) Additional power (above 1 KW per rack / 75W per 'U' shared rack space) is subject to additional charge and availability. Additional power supplies cannot be guaranteed.

Power and Equipment Outages

- a) NewNet plc will provide a minimum of 48 hours notice of any planned power or equipment outages except in the case of emergencies requiring immediate or shorter notice action.

Planned Maintenance

- a) Any planned maintenance that is carried out by NewNet plc will take place between the hours of 00:00 (midnight) and 06:00 in order to minimise disruption during peak times.
- b) NewNet plc will provide a minimum of 12 hours notice for any maintenance that is carried out on the network except in the case of emergencies or network failure requiring immediate or shorter notice action.

Security

- a) Physical Security: All servers are located in a secure building with both physical and electronic security including securely sectioned areas.
- b) Data centres are protected by secure key card entry control, CCTV monitoring and recording and a NACOSS approved intruder detection system.
- c) The core routers are protected by intelligent redundant border firewalls providing constant monitoring of network packets. The firewalls provide complete control over TCP/IP information entering or leaving the network.
- d) Any customer server port can be filtered, limited, prioritised or blocked at additional charge.

Customer provided server

- a) NewNet plc is unable to provide any support for hardware/component failure associated with customer provided servers. It is the customer's responsibility to arrange on-site maintenance cover, through manufacturer's, third party **or** own staff provision.
- b) All customer provided hardware must be fitted into the rack space using a correct manufacturer's rack mounting kit or mounted on shelves. Equipment not complying will be removed. Equipment secured by cable ties is not acceptable.

NewNet leased server

- a) NewNet plc will provide responsibility for all hardware/component failure, including cost of replacement parts and technician support time, for the duration of a NewNet provided leased server agreement.
- b) The NewNet plc warranty on NewNet provided leased servers will be immediately invalidated by any customer made changes to the hardware specification. All further maintenance required will be the responsibility of the customer.
- c) Any additional maintenance work required by the customer will be subject to charge under the normal technical support hourly rate.

Access to collocated servers

- a) The customer will have physical access to their server by prior appointment only
- b) All appointments for physical access to collocated servers must be made through the online access authorisation system as advised to customers.

- c) NewNet is able to provide the loan of a monitor, keyboard and mouse for standard SVGA /PS2 customer servers at a small charge. This service is not currently available in either Telehouse or Redbus. This service is known as 'workstation access'.

Environmental Monitoring

- a) NewNet plc provides continuous environmental monitoring. Temperatures within data centres are monitored and maintained below 23°C (based on a winter of -2° C and a summer of +30°C).
- b) Particle and/or optical smoke detectors are used to detect fire and smoke within data centres.

Network Monitoring

- a) NewNet plc network operating centre monitors network connections 24 hours a day.
- b) A 24 hour fault reporting line is available at the allocated number shown on your Schedule of Services

IP address allocation

- a) NewNet plc will allocate IP addresses within the terms permitted by RIPE - Réseaux IP Européens
- b) Charges may apply for large allocations

Domain Name Hosting / DNS records

- a) NewNet plc will make a charge for any domain hosting and all DNS record changes.
- b) NewNet plc can register new domains for colocation customers at discounted rates. All new registrations will be in accordance with the issuing authority rules.
- c) If NewNet plc registers a new domain for the use of a customer, the customer agrees to the issuing authority rules and agrees to indemnify NewNet plc against any claims that might arise from the registration of the said domain.

Software Support and Maintenance

- a) The customer accepts sole responsibility for the installation of third party software.
- b) It is the customer's responsibility to ensure that they are in possession of valid licences for all software used on their collocated server.
- c) NewNet plc is unable to provide technical support for third party applications.
- d) The customer is responsible for any conflicts that third party software installation may cause. If NewNet plc is asked to provide any intervention to resolve conflict issues then a charge will be made at the company's standard consultancy rate (minimum £75). Additional charges may apply for operations carried out by third party staff.

Remote Hands

- a) NewNet onsite engineer will power cycle a **Fareham** based customer server on receipt of a service failure ticket during office hours (09:00 – 17:00 GMT Monday to Friday) **free of charge**.

- b) Power cycles outside of office hours will incur a minimum charge of £35.
- c) For servers located in Telehouse London or London RedBus, a standard charge will be applied for all power cycles.
- d) NewNet is able to provide 'remote intelligent hands' assistance for customers. An intelligent remote hands session is where a NewNet engineer will investigate the problem and attempt to resolve. Charges apply at our remote intelligent hands rate £125 + VAT per hour or part thereof.
- e) NewNet technical staff can execute specific commands as requested either in writing or during a telephone conversation with the customer. This service is known as 'remote hands'. Charges apply at our standard rate - £75 per hour or part thereof in Fareham and £80 per hour or part thereof in London.

Additional Services

- a) NewNet will undertake upgrades to your server at the standard charge of £75 per hour or part thereof
- b) All upgrades must be pre-booked at least 48 hours in advance

Provided at additional cost. SLAs apply to individual servers **only** and additional benefits/services may not be transferred between customer servers.

The **STANDARD SLA** will include all of the **BASIC SLA** + the following additional or amended clauses and will be applied as agreed between NewNet plc and the customer and where shown in the service schedule.

Service Overview

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Equipment

- 19" ventilated racks – 600mm wide, up to 900mm deep, up to 47 'U' tall (1 'U' = 44.45mm)
- Switched 10 or 100 Mbit ports
- 24 hour monitoring
- Multiple 1Gb and 100 Mb LINX ports with equally substantial resilient links to other network providers
- Fully switched Gigabit network
- CCTV and key card secured entry
- High capacity uninterruptible power supplies
- Auxiliary diesel generators (with 5 days fuel reserve)
- Service availability in excess of 99.97%

NewNet will provide:

Internet Connection

- e) 10baseT or 100BaseTX RJ45 switched network connection
- f) Internet connections will be accountable by either bandwidth usage (data transfer averaged on a monthly basis) across an Ethernet connection or by limitation from 64 Kbit/s upwards. Data transfer will be monitored at the switch port.
- g) Internet bandwidth provided at 1:1 contention
- h) SLA guaranteed availability of **99.7%**

Annual charge: £625 per server (paid quarterly or annually in advance) plus additional charges

SLAs apply to individual servers **only** and additional benefits/services may not be transferred between customer servers.

The **STANDARD PLUS SLA** will include all of the **Standard SLA** + the following additional or amended clauses

Network Monitoring per server

- a) NewNet onsite engineer will provide 24/7 monitoring of 5 TCP/IP services or ports on one IP address or 1 service on 5 IP addresses or a combination of the two.
- b) In the event of a service or port failing to respond over a period of 6 minutes, the customer may request any of the following:
 - i) NewNet to take action in accordance with standard procedures as supplied by the customer.
 - ii) NewNet to contact the customer by telephone, email or automated SMS (50 alerts) to determine the required action.

Remote Hands

- a) NewNet plc will provide 2 workstation sessions each of up to 1 hour per month **free of charge**.

Annual charge: £1250 per server (paid quarterly or annually in advance) plus additional charges

SLAs apply to individual servers **only** and additional benefits/services may not be transferred between customer servers.

The **BRONZE SLA** will include all of the **Standard SLA** + the following additional or amended clauses

Network Monitoring per server

- a) NewNet onsite engineer will provide 24/7 monitoring of 5 TCP/IP services or ports on one IP address or 1 service on 5 IP addresses or a combination of the two.
- b) In the event of a service or port failing to respond over a period of 6 minutes, the customer may request any of the following:
 - a. NewNet to take action in accordance with standard procedures as supplied by the customer.
 - b. NewNet to contact the customer by telephone, email or automated SMS (50 alerts) to determine the required action.

Backup services

- a) NewNet plc will provide **tape rotation** services.
- b) The tape rotation will be provided on a weekly or daily schedule as required.

***Weekly backup** – rotation of ONE (1) tape per week on a day of your choice*
***Daily backup** – rotation of a set of SEVEN (7) tapes changed daily before midnight*

Tape rotation includes removal of a tape and insertion of the next tape in the cycle.
- c) The customer will supply the tapes required for the selected rotation together with any additional instructions required.
- d) NewNet plc undertakes to store the backup tapes in a separate location to the server.
- e) NewNet plc will not undertake restoration of data to customer servers. It shall be the customer responsibility to complete restoration of data.
- f) It is the responsibility of the customer to provide, configure and automate as necessary tape backup software.
- g) It is the responsibility of the customer to verify backup logs. NewNet shall not be held liable for any failure of backup services.

Remote Hands

- a) NewNet onsite engineer will power cycle a **Fareham** based customer server on receipt of a service failure ticket during office hours (09:00 – 17:00 Monday to Friday) **free of charge**.
- b) NewNet undertakes to provide **3** power cycles per month outside of office hours **at no charge**. This excludes servers colocated within Telehouse or Redbus data centres.
- c) Additional Power cycles outside of office hours will incur a charge of £35 per power cycle.

- f) For servers located in Telehouse London or London RedBus, a standard charge will be applied for all power cycles.
- c) NewNet plc will provide **2** workstation sessions each of up to **1 hour** per month **free of charge**.

Additional Services

- a) NewNet will undertake upgrades to your server at the standard charge of £75 per hour or part thereof
- b) All upgrades must be pre-booked at least 48 hours in advance

Annual charge: £2750 per server (paid quarterly or annually in advance) + additional charges

SLAs apply to individual servers **only** and additional benefits/services may not be transferred between customer servers.

The **SILVER SLA** will include all of the **Standard SLA** + the following additional or amended clauses

Network Monitoring per server

- a) NewNet onsite engineer will provide 24/7 monitoring of 5 TCP/IP services or ports on one IP address or 1 service on 5 IP addresses or a combination of these.
- b) In the event of a service or port failing to respond over a period of 6 minutes, the customer may request any of the following:
 - a. NewNet to take action in accordance with standard procedures as supplied by the customer.
 - b. NewNet to contact the customer by telephone, email or automated SMS (50 alerts) to determine the required action.

Software Support and Maintenance

- b) The customer accepts sole responsibility for the installation of third party software.
- c) It is the customer's responsibility to ensure that they are in possession of valid licences for all software used on their colocated server.
- d) NewNet plc is unable to provide technical support for third party applications.
- e) The customer is responsible for any conflicts that third party software installation may cause. If NewNet plc is asked to provide any intervention to resolve conflict issues then a charge will be made at the company's reduced consultancy rate (£50 / hour or part thereof applicable 9am to 5pm Monday to Friday)

Backup services

- a) NewNet plc will provide **tape rotation** services.
- b) The tape rotation will be provided on a **Daily, Weekly or Full** schedule as required.

Weekly backup – rotation of ONE (1) tape per week on a day of your choice

Daily backup – rotation of a set of SEVEN (7) tapes changed daily before midnight

Full backup – rotation of a set of TWENTY EIGHT (28) tapes over a four week period

Tape rotation includes removal of a insertion of the next tape in the cycle.

- c) The customer will supply the tapes together with any additional instructions required.
- d) NewNet plc undertakes to store the backup tapes in a separate location to the server.
- e) NewNet plc will not undertake restoration of data to customer servers. It shall remain the customer responsibility to complete restoration of data.

- f) It is the responsibility of the customer to provide, configure and automate as necessary tape backup software.
- g) It is the responsibility of the customer to verify backup logs. NewNet shall not be held liable for any failure of backup services

Remote Hands

- a) NewNet onsite engineer will power cycle a **Fareham** based customer server on receipt of a service failure ticket during office hours (09:00 – 17:00 Monday to Friday) free of charge.
- b) NewNet undertakes to provide **10** power cycles per month outside of office hours **at no charge**. This excludes servers collocated within Telehouse or London RedBus.
- c) Additional Power cycles outside of office hours will incur a charge of £35 per power cycle.
- d) For servers located in Telehouse London and RedBus, a standard charge will be applied for all power cycles.
- e) NewNet plc will provide **10** workstation sessions of up to 1 hour per month **free of charge**.
- c) NewNet plc will provide **1** 'remote Hands' session per week of up to **2 hours**.

Additional Services

- a) NewNet will undertake upgrades to your server at the reduced charge of £50 per hour or part thereof
- b) All upgrades must be pre-booked at least 48 hours in advance

Annual charge: £7500 per server (paid quarterly or annually in advance)

SLAs apply to individual servers **only** and additional benefits/services may not be transferred between customer servers.

The **GOLD SLA** will include all of the **Standard SLA** + the following additional or amended clauses

The **Gold SLA** is designed to provide a managed service intended to take the pressure of operation away from the customer and to let NewNet plc conduct the work required to keep your server up and running for your business needs.

Servers may be either leased from NewNet or provided by the customer.

Servers accepted for **GOLD SLA** **must** be located within the **Fareham (ServerHouse) Operations Centre**.

Customer provided branded server

- a) NewNet onsite engineer will provide support for and installation of operating systems – Windows NT, Windows 2000, Free BSD, Linux and other systems by agreement.
- b) NewNet plc will undertake to install software, upgrades as required by the customer.
- c) It is the customer's responsibility to ensure that they are in possession of valid licences for all software installed or upgraded.
- d) NewNet plc will apply security patches as required by the customer.

NewNet plc leased server

- a) NewNet plc will provide responsibility for all hardware/component failure, including cost of replacement parts and technician support time for NewNet provided leased servers.
- b) The NewNet plc warranty on NewNet provided leased servers will be immediately invalidated by any customer made changes to the hardware specification. All further maintenance charges will be the responsibility of the customer.
- c) NewNet plc will provide support for and installation of operating systems – Windows NT, Windows 2000, Free BSD, Linux and other systems by agreement.
- d) NewNet plc will undertake to install software, upgrades as required by the customer.
- e) It is the customer's responsibility to ensure that they are in possession of valid licences for all software installed or upgraded.
- f) NewNet plc will apply security patches as required by the customer.

Network Monitoring per server

- a) NewNet plc will provide 24/7 monitoring of **10** TCP/IP services or ports on **1** IP address or **1** service on **10** IP addresses or a combination of these.
- b) In the event of a service or port failing to respond over a period of 6 minutes, Newnet will endeavour to restore service as soon as possible and contact the customer should any advice or action be required.

Backup services

- a) Newnet plc will provide backup services on a tape rotation basis.
- b) The tape rotation will be provided on **any tape cycle** as required by the customer.
Tape rotation includes removal of a tape and insertion of the next tape in the cycle.
- c) The customer will supply the tapes together with any additional instructions required.
- d) NewNet plc undertakes to store the backup tapes in a separate location to the server.
- e) NewNet plc will undertake restoration of data to customer servers.
- f) It is the responsibility of the customer to provide the necessary tape backup software. NewNet will configure backup procedures as per customer request.

Remote Hands

- a) NewNet plc will power cycle a customer server at any time on receipt of a service failure ticket.
- c) NewNet plc will provide **unlimited** workstation access **free of charge**.
- d) NewNet plc will provide unlimited '**Remote Hands**' sessions at up to a total of **5 hours** per week