



DigitalNetwork Limited
Wellington Office
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Wellington
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PREMIUM SERVICE LEVEL AGREEMENT

Hours of cover

24 Hours a Day, 365 Days a Year

Guaranteed Uptime

99.8% - Maximum uptime. (Including scheduled downtime)

Fault Resolution Guarantees

A premium monitoring system is used which is monitoring the server from two separate locations.

Faults are addressed within 5 minutes of notification.

Initial feedback will be given within 30 minutes, and subsequent feedback every 2 hours until the fault is resolved.

Additional technicians are applied to the task to ensure maximum speed of recovery.

4 hour hardware replacement guarantee.

Additional resources

A separate hot swap server is available for use.

Server is reconnected to one of our Remote reboot APC units.

Secondary network set up as bypass in case of firewall failure.

Redundant router facility

Other

Requests for administrative changes, provisioning of new services, and enquiries are prioritised.

A priority 0800 is available.

An Instant messaging address is available.

A technician's mobile phone number will be provided.

Pricing

\$250.00/month +gst

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Server name:

Client Name:

Date:

I understand that payment in advance is required for the service provision outlined within this document.

Premium SLA Service provision shall commence from the date that payment is received by Digital Network Limited.

Signed by Client _____

Signed by Digital Network Limited _____

Please sign and fax this document to our Wellington office 04 2988739 in order to confirm your order, so that your service may be provisioned.