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## **TECHNICAL SUPPORT POLICY**

### **SERVER MAINTENANCE**

Our server maintenance plans specify a set number of included hours per month, with additional work billed on an hourly rate. At the beginning of the contract, we install and configure a suite of scripts to automate many house-keeping tasks on your server.

We will conduct regular maintenance on your server every week.

These maintenance tasks may include:

Review monitoring reports

Log in to your server to check load and processes; review the temp dir and logs; and check for any unusual activity.

We do not perform regular maintenance on non-OS software.

Requests for third party software support should be made to [technical@digitalnetwork.co.nz](mailto:technical@digitalnetwork.co.nz)

### **FULL TECHNICAL SUPPORT**

The details of your technical support contract will be defined clearly on your server provisioning / order confirmation document. If you have not completed one of these, please email [technical@digitalnetwork.co.nz](mailto:technical@digitalnetwork.co.nz)

Full technical support includes all the above regular SERVER MAINTENANCE, plus technical support for your installed standard stable server software applications commonly such as

Apache, php, postgresql, mysql, perl, smtp, ssh, mail, ftp, pop3, IIS, SQL, rdp

This does not include website development support, also if a server fault is caused by 3<sup>rd</sup> party software or non standard unauthorised settings set by other than our staff then you may be liable for us to fix or restore.

If you are unsure whether your application is covered by our technical support or not please verify with us.

3rd party software technical support is chargeable by the hour.

We usually also install security programs such as software firewall

and brute force detection software, and or nod32 anti-virus on windows servers.

In certain circumstances we manage hardware firewalls also, this would be documented in your server provisioning/order agreement.

Technical support with commonly installed control panel software such as cPanel, Direct-Admin, Hosting Controller or Plesk.

We would do our best to resolve the issue, however if a bug in the software causes the problem, this would be outside our direct control and we would report the bug and follow up. This may include updating the software to a newer version to resolve the issue.

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