



Servstra Server Management SLA – last updated 6th December 2009

1. Coverage; Definitions

This Service Level Agreement ("SLA") applies to you ("Customer") if you have ordered a managed dedicated server or server management for your co-location services (the "Services") from Servstra (the "Company") and your account is current (i.e., not past due).

2. Service Level

a. Goal:

Servstra is a managed service provider. Our goal is to provide fast, comprehensive troubleshooting and resolution for any issues that you have with your server(s). Our engineers have extensive training and hands-on experience with a wide range of hardware, operating systems, and server software applications. Servstra will make every attempt to provide support for any issue that you may encounter, however we can only guarantee resolution for issues which we have necessary experience and/or training for. These items are listed below.

b. Covered Issues:

Hardware

All hardware components that we install will be supported.

Network & Power

Servstra's network and power systems are monitored around the clock and routinely maintained.

Operating System

The CentOS operating system will be installed with the latest updates & security patches. Manual updates, security patching, security policy configurations, OS re-installs, and troubleshooting OS issues is also covered. OS re-installs incur a \$25.00 fee unless they are due to faulty hardware.

Software

Servstra will provide support for all software which comes installed with the cPanel/WHM, DirectAdmin and Virtualmin control panels. Should you choose to order a server without one of these control panels, it is assumed you have server administration experience and hence we will therefore only provide hardware and network support.



c. Non-Covered Issues:

Servstra will not provide technical support or troubleshooting for any custom software applications. If you have custom-coded software installed on your server, it will be your responsibility to install, maintain, and troubleshoot it.

3. Exceptions

Servstra will make available all of our technical resources to support your server(s). However, it is the Customer's responsibility to make every attempt to resolve basic issues (i.e. adding websites & email accounts through a control panel, rebooting your server, pointing DNS). Servstra retains the right to determine how much support we will provide. If a Customer abuses our support policies, causing a degraded level of support for other customers due to the frequency and nature of their own requests, Servstra may be required to give the abusive customer a lower level of priority in the support queue and/or require payment to troubleshoot specific issues. As a general rule of thumb, Servstra allocates enough support staff to provide up to two hours of support per server per month.