inetdesign

Hosting SLA

1. Introduction

Our standard hosting SLA applies to all services and agreements unless something else has been expressly agreed in writing. Please contact us if you wish to upgrade your agreement.

The Hosting services of INET-DESIGN are regulated by the DanDomain SLA unless stated differently on this page. These are our general terms:

2. General service availability (with redundancy)

The general availability guarantee for services for which INET-DESIGN/DanDomain has administration responsibility (e.g. optional extra of full management on servers and network equipment) is 99.95% per quarter. This guarantee requires that the units in the system in question are redundant.

If a system is dependent on other systems, the guaranteed availability is reduced by the number of dependencies, by multiplying the availability for the individual systems.

The overall guaranteed availability for two mutually-dependent redundant systems, for which INET-DESIGN has undertaken administration responsibility could be, for example:

$0.9995 \times 0.9995 = 99.9\%$

If INET-DESIGN/DanDomain fails to fulfil this guarantee, customers with dedicated infrastructure or co-location are entitled to a reduction equivalent to a percentage of a month's subscription for the unit in question. Reduction is only given for reduced availability on individual systems.

Such a reduction cannot exceed 100% and is deducted from the hosting invoice for the following period.

3. General service availability (without redundancy)

The general availability guarantee for services for which INET-DESIGN/DanDomain has administration responsibility (e.g. optional extra of full management on servers and network equipment) and for which the service is set up without redundancy is 99. 9% per quarter.

If a system is dependent on other systems, the guaranteed availability is reduced by the number of dependencies, by multiplying the availability for the individual systems.

The overall guaranteed availability for two mutually-dependent systems, for which INET-DESIGN/DanDomain has undertaken administration responsibility could be, for example:

$0.999 \times 0.999 = 99.8 \%$

If INET-DESIGN/DanDomain fails to fulfil this guarantee, customers with dedicated infrastructure or co-location are entitled to a reduction equivalent to a percentage of a month's subscription for the unit in question. Reduction is only given for reduced availability on individual systems.

Such a reduction cannot exceed 100% and is deducted from the hosting invoice for the following period.

4. Compensation and liability

Should INET-DESIGN/ DanDomain fail to fulfil its guarantees according to the SLA and the customer is entitled to compensation, the following terms apply:

The customer shall contact INET-DESIGN/DanDomain within five days of the end of the month in which a material breach of the SLA occurred

The date will be counted from when INET-DESIGN/DanDomain received a claim for compensation.

INET-DESIGN cannot in any way be held liable for any direct or indirect loss or damage unless it applies within the parameters described in this SLA.

INET-DESIGN/DanDomain can only be held liable for neglect of this SLA if INET-DESIGN/DanDomain is responsible for the event(s) that caused a neglect. INET-DESIGN/ DanDomain cannot therefore be held liable for:

External DNS server problems, electronic attack on INET-DESIGN/DanDomain's network or mail infrastructure or attack against other parts of the internet beyond the control of INET-DESIGN/DanDomain

Errors, defects and deficiencies caused by customers, e.g. breakdown as a result of incoming or outgoing hacker attack (DoS) or as a result of a lack of maintenance of software by the customer

Errors, defects and deficiencies as a result of inappropriate use of customer-owned software, or software installed without following INETDESIGN/DanDomain's recommendations

Defects, deficiencies and events incorrectly reported by internal or external monitoring systems.

Defects, deficiencies and events arising as a result of system maintenance/updates.

No compensation can be claimed for defects and deficiencies that are directly or indirectly attributable to the customer, his system or subcontractors. As long as INET-DESIGN/DanDomain can demonstrate that reported defects, deficiencies and events are due to the inappropriate use of the system, or cannot be regarded as a valid claim according to the above; fault-finding and diagnosis will be performed at the customer's expense according to the rates in force.