

Service Level Agreement

Standard service agreement supplied with all our dedicated servers

Does your current dedicated provider only offer 99.9% uptime and hardware replacement within 4 hours? Frustrated with 30 minute reboots and slow connectivity?

Our Service Level Agreement (SLA) goes that step further to ensure you are provided with an unparalleled service and support. Each dedicated server is supplied with **100% Networking uptime, instant reboots, instant hardware replacement, full security patching** and **5 minute engineer response time**, providing the ultimate service in dedicated server hosting.



Guaranteed 100% Network Uptime

We can actually guarantee 100% uptime thanks to our own redundant infrastructure to ensure

there is never a glitch. The value of a whole day's dedicated server cost will be applied for every hour your server is without connectivity, such is our confidence in the network.



Guaranteed 100% Power Uptime

We have invested heavily in power redundancy in our data centre. The data centre has its own sub-station,

multiple generators, and each rack it's own UPS to ensure smooth transitions between power feeds.



Instant Reboot

We do not apply any restrictions as to when and how many times you reboot your server. There are no additional charges. Our data

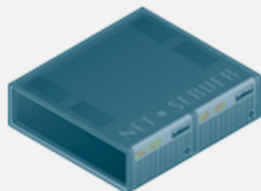
centre is equipped with electronically controlled power outlets, meaning that you can reboot your ICUK dedicated server instantly from our web based control panel.



Engineer Response in 5 Minutes

If your server develops a critical problem we guarantee to have an engineer working on the issue within 5

minutes of being notified even in the dead of night. Regular updates will be passed as the status develops.



Instant Hardware Replacement

Should your server suffer any form of hardware failure we guarantee to maintain a complete server of the

same or better hardware specification powered up and pre-configured for an instant replacement.



Bandwidth Guarantee

Not only will we maintain sufficient uncontended network bandwidth to service all our customers at full capacity, we will ensure

that we are still able to do so even if one of our Internet connections fails.