

# HOSTING SERVICE LEVEL AGREEMENT



We offer our clients a hosting package which provides the safest environment for your website. Our standard hosting package is to the following specification:

**Web space:** We offer unlimited web space under a fair usage policy. If we deem your file storage to be unfair then we will suggest remedies, such as deletion of stored files. We reserve the right to cancel hosting without notice for misuse.

**Bandwidth:** We offer unlimited bandwidth under a fair usage policy. Where we feel there is unfair usage will provide a polite warning. We reserve the right to cancel hosting without notice for misuse.

**Shared server specification:** Sites will be placed according to requirements on our servers with the following specifications:

- Quad Core 3.50Ghz 16GB DDR4 UDIMM, 2x 250GB SSD RAID 1
- Intel(R) Xeon(R) CPU E3-1230 v6 @ 3.50GHz, 2x 16GB DDR4 UDIMM, 2x 512GB SSD RAID1

**Data centre:** UKAS ISO9001:2015, ISO27001:2013 and ISO14001 accredited environment. It is very fast and extremely robust in terms of its technology and backup, with 100% network uptime.

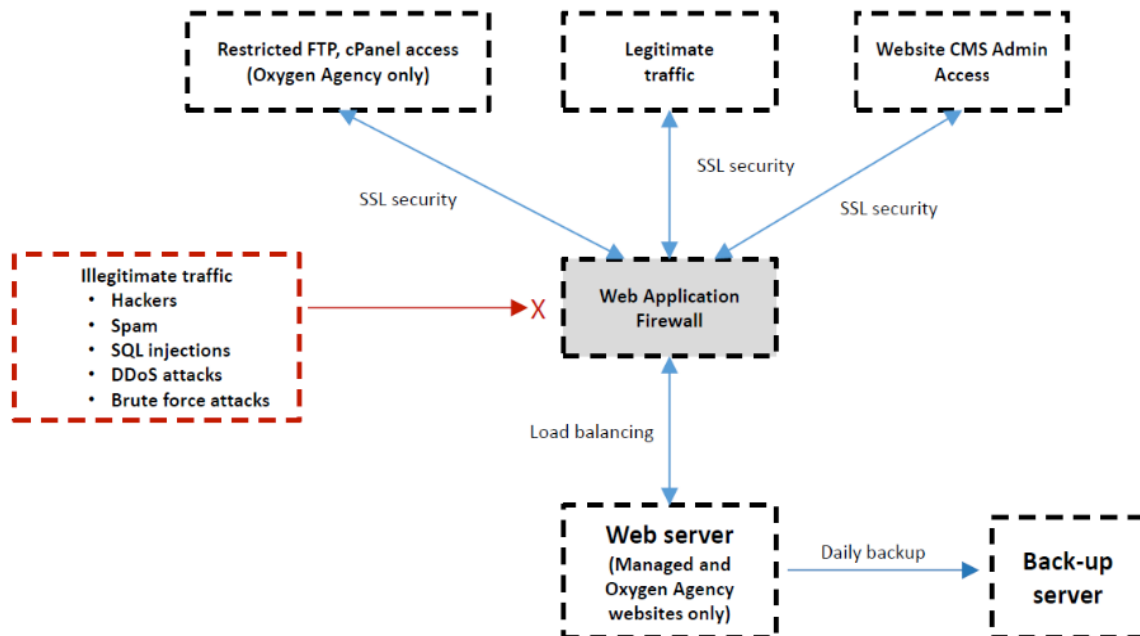
**Backup:** Raid 10 set-up across 4 disks, intelligent backup. No data loss with a single disk failure. 2 hour hardware replacement.

**Network uptime:** 100%. We will maximise website availability but cannot guarantee 100% website uptime. A qualified engineer will work on any server within 2 hours of notification. Oxygen has emergency telephone support within the hosting environment 24/7, 365 days a year. 10Gb network uncontended and aggregated from multiple suppliers and transit links to ensure redundancy. Bandwidth operates at under 50%.



**Security:** Dedicated Cisco ASA 5505 firewall and McAfee Anti-Virus. We also operate a Sucuri web application firewall – see below.

**Web Application Firewall (WAF):** There is no requirement for third-party firewall/security plugins as the Web Application Firewall delivers these services.



**Web only:** We do not host email.

**Limitations:**

On-line problems can occur. If you are unable access to access your website or any other service this may not necessarily be an Oxygen server issue. From time to time ISPs can experience technical difficulties; a routing problem between your ISP and Oxygen's servers may exist etc. We cannot bear the responsibility of problems outside of our control. The true uptime of our service is monitored at the datacentre, available on request.