



WebFacility Business Solutions

Master Service Level Agreement (SLA): Hosting

The availability of your website, applications and services are of utmost importance, and without a doubt crucial to your business continuity. WebFacility takes that responsibility very seriously.

Our Master SLA (Service Level Agreement) is a contractual commitment for us to deliver our promised responsibility we agree upon, and to deliver compensation to you if we do not honor that promise.

Below are the components covered by the WebFacility SLA; this information governs the use of all products and services contracted to you by WebFacility.

HVAC & Power Availability

SLA: WebFacility guarantees that our data centers' HVAC and power (including UPSs, PDUs, and cabling) will be available and functional 100% of the time, apart from scheduled maintenance.

SLA credit: WebFacility will credit your account 5% of your monthly fee for each 30 minutes of infrastructure downtime. No credit limits.

100% Network Uptime

SLA: WebFacility guarantees that our data centers' networks (including outbound ports, routers, managed switches, and cabling) will be available 100% of the time, apart from scheduled maintenance.

SLA credit: WebFacility will credit your account 5% of your monthly fee for each 30 minutes of infrastructure downtime. No credit limits.

Hardware Replacement

SLA: WebFacility guarantees that in the event of any type of hardware failure (including SAN hardware and all server hardware components such as processors, RAM, hard disks, motherboards), we will replace your damaged equipment as soon as the cause of the damage is identified. From there, we guarantee to replace your hardware within 3 hours of identifying the problem.

SLA credit: WebFacility will credit your account 5% of your monthly fee for each 1 hours of downtime beyond the 3-hour replacement window mentioned above. No credit limits.

Credit Requests

To receive an SLA credit in the event of an outage, please contact your WebFacility account manager within 30 business days to open a trouble ticket supported by downtime details. You must be a WebFacility customer in good standing to receive SLA credit. No customers with unpaid or suspended accounts will be granted SLA credit. SLA credit will be applied against your next invoice due after the date at which the SLA credit is granted.

Accounts invoiced \$6,000.00 per month or more may negotiate certain components of their SLA. To learn more, contact your WebFacility account manager.