

# **Service Level Agreement**

## **Hosting**

IdeaFarm Ltd

Registered office: IdeaFarm Ltd ,Sunnybrook House, 26 Moss Lane, Bollington, Macclesfield, Cheshire, SK10 5HJ

Registered in the UK No 07060446

## NETWORK

### INTERNAL NETWORK

The internal network includes cables, switches, routers, and firewalls within our network perimeter, under our exclusive control, or the control of our immediate upstream network partners.

#### DOWNTIME

Internal network downtime exists when two servers provided by IdeaFarm at the same hosting location cannot communicate with each other for a consecutive period in excess of fifteen (15) minutes due to a fault within the internal network. It does not cover any other reason for communication difficulties such as incorrect configuration on either server or firewall restrictions.

**GUARANTEES 100% uptime for internal network connectivity.**

### INTERNET / EXTERNAL NETWORK

The Internet (External Network) includes third party networks between the internal network and end user Internet connections. It excludes end user Internet connections and their respective provider networks, as these are the exclusive remit of the respective end user connectivity provider (ISP) and cannot be influenced or circumvented by any hosting provider.

#### DOWNTIME

External network downtime exists when an IdeaFarm server cannot send and receive data to and from the Internet for a consecutive period in excess of fifteen (15) minutes due to a fault within the external network. For practical purposes, an IdeaFarm server is not considered to be experiencing external network downtime providing that it can send and receive data to and from at least any two (2) major transit networks as defined by Layershift.

**GUARANTEES 99.99% uptime in a calendar month**

## BACKUPS

We take regular full backups of your Jelastic Cloud environment as part of our service. Very few providers offer any guarantees at all when backing up your servers, even though most charge extra for it! Unlike many of our competitors we are able to restore individual files, directories or databases without overwriting your entire environment only targeted data is overwritten, and only upon your request.

## FREQUENCY

A backup snapshot of your Jelastic Cloud environment is taken automatically every 6 hours

## RETENTION POLICY

We retain a rolling backup history, so that we can restore any one or more files from any of your recent backups upon request. The number of backup recovery snapshots held is 56 snapshots (14 days).

## GUARANTEES

Backup integrity and availability are very important to us, but in rare cases operational reasons such as software or hardware malfunction, or a backup or restore process taking longer than normal to complete, may prevent us from maintaining the configured backup frequency or overall number of backup snapshots. However, we guarantee to always have a minimum of 80% (45 backup snapshots) of the configured backup snapshots available to restore to your environment.