



Service Level Agreement

General Overview

The purpose of this document is to establish a two-way understanding between the Client and DTL Systems Limited regarding the web support services available. This agreement describes the standard level of service that all website hosting customers can expect from DTL Systems Limited. It attempts to quantify the levels of service that all hosting customers can expect, and the remedies we offer if we fail to provide service at those levels.

DTL Systems Limited uses Dedicated server located in a secured Data Centre in the United Kingdom. We do not constantly check the websites daily we host to ensure they are functioning correctly as a routine use, maintenance and software updates can affect website functions. It is, therefore, the responsibility of the client to ensure their website is operating as it should. Our monthly maintenance ensures that the website is maintaining a healthy balance and is working properly.

99.9% Network and Servers Uptime

DTL Systems Limited guarantees that the customer's website, which is hosted on the dedicated server in the UK, will be available 99.9% of the time, excluding maintenance, as defined below. Network downtime is defined as the customer's hosted website being unable to be viewed or accessed through the Internet, caused by the failure of network equipment managed by DTL Systems Limited, excluding scheduled or emergency maintenance/forces of nature.

Website Maintenance

Regular maintenance means scheduled maintenance or emergency maintenance.

Scheduled Maintenance means any maintenance in the DTL Systems Limited network/servers of which the customer is notified at least 5 days in advance.

Emergency maintenance means any maintenance in the DTL Systems Limited: (a) in DTL Systems Limited's sole discretion, is necessary to avoid an immediate threat to the dedicated server or customer's website and (b) of which customer is not notified.

Response times

Support, unless noted otherwise in a supplementary service level agreement, technical support is provided by DTL Systems Limited on a first-come, first-served “best-effort” basis.

Support will use the following guidelines to prioritize web support requests, with the goal of beginning to work on the problem within the target timeframe. Actual response times may be shorter or longer, depending on the volume of requests being handled at any one time. We aim to at least acknowledge, if not fully answer, all emails to our support address (sales@dtlsystems.com) or within 2 working hours. We aim to answer the phones during working hours, but under times of high demand or staff sickness, we may defer to our voice mail where we promise to return all messages as soon as possible.

Issue	Description	Response Time
General Support	General content changes to include verbiage, images, PDF uploads, and video.	1-3 days
Time-Sensitive Issues such email system	Service outage, performance issues, or other issues.	2 hours
Website updates for functionality	This can include new plugins, form creation, added pages, adding eCommerce to name a few.	3 days + These items depend on the complexity of the function requested. A meeting may need to be set up to discuss further before the task can be completed.

WordPress

For those websites hosted by DTL Systems Limited and have been built (or part-built) in the WordPress platform, please be aware that WordPress irregularly makes updates which means that DTL Systems Limited may need to make updates to your site so that your website continues to work properly. It is not known how many times annually that WordPress makes updates, but we estimate approximately 4 – 8 updates per year. The more functionality a WordPress site has the more time needed to make updates to that website. DTL Systems Limited works reactively for such updates – we respond should we be informed of a critical change (by WordPress) or should the client point out an error in functionality. Please note, DTL Systems Limited cannot be held responsible for any functionality failure caused directly by an update to WordPress or a plug-in of which we were not made aware.

Plug-ins

We do use plug-ins in our builds as needed and most are included in the cost of the website. Most of the ones we use are premium but sometimes there is only a free version offered. We do our best to vet each plug-in that we use. If a specific build calls for a specialized plug-in that is out of the scope of the original project or budget, the client will be invoiced the plug-in price.

Premium plug-ins may in some cases, require a subscription-based or one-off licensing fee. DTL Systems Limited makes every effort to minimize ongoing maintenance costs, subscriptions pricing is passed onto the client through either their monthly fees or the client can set up their own account for this.

Invoicing

Website design and hosting runs annually paid in advance. An invoice will be sent automatically at the time of renewal. Should a client not wish for DTL Systems Limited to renew the hosting service, we request a 45 day written notice of the end of your contract along with details to where you would like the web files sent. If we do not hear such a request, it will be assumed that you do with the web hosting to be renewed and are in agreement with the terms for the following year.

Anything less than the 45 day period, DTL Systems Limited cannot be held liable for any delays caused in the transfer of hosting of your website to another server. SEO and other monthly type maintenance plans are paid by auto-draft monthly or yearly depending on the agreed invoicing plan. Late payments is not allowed as this could lead to account suspension and even termination after appropriate 3 written warnings must have been issued via our Billing Application.

Email System and Storage facility

Our hosting system is primarily for website files and email system, typically downloaded via Microsoft Outlook and other 3rd party mail Clients. However, at the request of customer and at a fee to be mutually agreed, a storage service for email files may be provided for retention or regulatory purposes. Therefore, where such agreement is not in place, excessive storage over and above the quota for a particular hosting package will result in such excess quota being purged during server maintenance by DTL Systems Limited and DTL shall not be held responsible for a loss of email so purged.

Exceptions

The customer shall not be entitled to any credit hereunder if the network downtime is caused by: (i) actions of the customer or others authorized by the customer to use the service under the Agreement; (ii) customer application, software, or customer's operating system failure, (iii) the result of network maintenance activity, (iv) denial of service attack, hacker activity, or other malicious event or code targeted against DTL Systems Limited or a DTL Systems Limited customer, or (v) failure of any network or Internet Infrastructure not owned or managed by DTL Systems Limited.