

Cloud Server Support Options

	Standard Support	Silver Support	Gold	Platinum
Per Cloud Server Cost	Free	£25.00 Per Month	£65.00 Per Month	£144.00 Per Month
General				
24/7 Supreme Support*	Unlimited	Unlimited	Unlimited	Unlimited
<u>Support Response via Support Ticket or Telephone (Severity Level 1) **</u>	90 Minutes	90 Minutes	45 Minutes	15 Minutes
Additional Support via Phone & Skype (24/7) / Live Chat (10am - 4pm)	Yes	Yes	Yes	Yes
Free Server Reboots	Yes	Yes	Yes	Yes
Technical Account Manager	No	No	No	Yes
System Administration Allowance*	Chargeable	Chargeable	30 Minutes (then chargeable)	120 Minutes (then chargeable)
Operating System***				
Reinstallation (base install - excludes custom configuration)	Yes	Yes	Yes	Yes
Managed Security Patching/Updates (with customers permission)	No	Windows Server and CentOS	Yes	Yes
Basic Server Monitoring (ping)	Yes	Yes	Yes	Yes
Advanced Pro-active Server Monitoring and Reponse (CPU, RAM, HDD, services)	No	No	Yes	Yes
Advanced Server Configuration (i.e. PHP recompile, mail server configuration)	Chargeable	Chargeable	System Administration Allowance	System Administration Allowance
Adding Domains and Mailboxes	Chargeable	Chargeable	System Administration Allowance	System Administration Allowance
Control Panel***				
Control Panel Support (cPanel and Plesk)	Yes	Yes	Yes	Yes
Free Control Panel Updates	No	No	Yes	Yes
Software Installation				
Software Installation	Chargeable	Chargeable	System Administration Allowance	System Administration Allowance
Application Support****	Chargeable	Chargeable	System Administration Allowance	System Administration Allowance
Security				
Security Audits/Scans (on request)	Annually	Annually	Quarterly	Monthly
Security Investigation - Operating System and Control Panel	Chargeable	Chargeable	Yes	Yes
Security Investigation - 3rd Party Applications	Chargeable	Chargeable	System Administration Allowance	System Administration Allowance
Managed Arcuswall Firewall	Chargeable	Chargeable	Chargeable	Chargeable
Backups				
Managed Daily Incremental Image Backup*****	Chargeable	Chargeable	175GB with a 7 day retention	350GB with a 30 day retention
Self-Managed Backup Space	No	75GB	No	No
Data Restoration	No	Self-Managed	1 per month (then chargeable)	1 per month (then chargeable)
Service Level Agreement				
<u>Network Uptime Guarantee</u>	100%	100%	100%	100%
<u>Hardware Replacement</u>	1 Hour	1 Hour	1 Hour	1 Hour
Automatic Hardware Failover	Yes	Yes	Yes	Yes

*Second-line support 24/7/365. Non-emergency third line support from System Administrators is usually only available between 09:00 and 17:30 Monday to Friday excluding public holidays.

** We aim to meet response times in at least 95% of cases during core hours (core hours defined as between 09:00 and 17:30). For immediate response to critical issues please call the support line.

*** We will only support up to date Operating Systems and software, any End Of Life Operating Systems and software will not be supported.

**** Applications that come with the operating system, and those that the technical staff are familiar with - we do not support 3rd party software

***** Additional storage can be purchased at a cost of £5.00 per month per 45GB