

Service Level Agreement

Serverstream's Enterprise Service Level Agreement (SLA) forms part of the contractual Terms and Conditions. We understand the importance of server availability to our customers and have developed the following levels of service to ensure maximum performance and uptime.

The Serverstream Enterprise Service Level Agreement provides commitment in two key areas:



Network Uptime: 100% Guarantee



Serverstream guarantees that the network will be available 100% of the time in a calendar month.

Serverstream will credit the customer 1 day's fee if downtime exceeds 0% of that month. Serverstream will credit the customer an additional 1 days fee for each additional 60 minutes of downtime (up to 100% of customer's monthly fee).

Network downtime is measured from the time a trouble ticket is opened by a customer to the time that the server can receive and transmit data. Network uptime includes functioning of all network infrastructure including routers, switches and cabling.

Hardware Guarantee: 1-Hour Replacement



Serverstream guarantees the functioning of all rented hardware components and will replace any failed component at no cost to the customer. Hardware replacement will begin once Serverstream identifies the cause of the problem.

Hardware replacement is guaranteed to be complete within 1 hour of problem identification. In the event that it takes us more than 1 hour to replace faulty hardware or provide a similar specification server, Serverstream will refund the customer 1 days fee per additional hour of down time (up to 100% of customer's monthly fee).

This guarantee excludes the time required to rebuild any RAID array. Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card and other related hardware included under the server rental.

Serverstream is committed to providing services at a standard of excellence commensurate with the best practice in the industry. This guarantee excludes any disruption caused by any illegal activities including, but not exclusively, hacking and Denial of Service Attacks. This SLA applies to customers whose accounts are in good standing.