

## **DNS Max Hosted DNS Service level Agreement**

This Service Level Agreement (SLA) applies to the Hosted DNS and other associated services provided by DNS Max to its customers. DNS Max is a trading name of Arrowmail Ltd.

This SLA is published on our website at <http://www.dnsmax.co.uk/dnsmaxsla.pdf>

We reserve the right to amend this SLA without notice by publishing a revised SLA on the same site so, with any matters arising from this SLA, please check that you are referencing the latest version.

### **SECTION 1- Definition of Terms used throughout this SLA**

"**DNS Max**" means the UK limited company Arrowmail Limited (Registered Number 4079706) whose registered office is at 33 Marley Fields, Leighton Buzzard, Bedfordshire, LU7 4WH, United Kingdom.

"**Business Hours**" means the period, in UK local time, between 08.00 and 19.00 on Monday, Tuesday, Wednesday, Thursday and Friday of every week excluding those days officially designated as Public Holidays in England.

"**Customer**" means any company, organisation or individual paying DNS Max to use a Service.

"**Out of Hours**" means any time outside of those times defined as Business Hours.

"**SLA**" means the standard of service that DNS Max undertakes to provide and the options available to the Subscriber if this standard is not met, as detailed in this document.

"**Service**" means any of the services detailed on the DNS Max website, which are:- Hosted DNS, and Backup MX record.

"**Subscription Fee**" means the amount of money a Subscriber pays to DNS Max to access an DNS Max Service for a period of one calendar month.

### **SECTION 2 – Availability of our Services**

2.1 – We reserve a Maintenance Window of 1 hour between 00:00 and 01:00, UK time, every Sunday during which time some of our services may not be available. The Maintenance Window is to allow our servers to be rebooted after installing patches from Microsoft and other software vendors.

Microsoft releases updates for its products on the second Tuesday of each month, called Patch Tuesday, and sometimes additional "critical patches" at other times.

DNS Max's policy is to install these patches on its servers promptly, after allowing a few days to elapse in case reports emerge of problems with the patches.

The DNS Hosting service **will not** be affected by the Maintenance Window as only one of the servers performing DNS Hosting will be off-line at one time and there will be a minimum of two DNS servers operating at all times.

2.2 – DNS Max promises that its DNS Hosting will be available all of the time.

Excluding Maintenance Windows, DNS Max promises that all of its other services will be available all of the time.

2.3 – DNS Max maintains at least 100% redundancy of the physical server hardware required to run all of its services.

### **SECTION 3 – Security of Customer Data**

3.1 – For services that involve storing customer data, DNS Max stores this data in at least 2 separate locations on different physical hardware.

3.2 – DNS Max complies with the current UK Data Protection regulations.

DNS Max will not disclose any customer data or details of a customer's business operations to any third party unless compelled to do so by a court order.

DNS Max staff will not access Customer data unless required to do so for the proper operation of a Customer's account.

### **SECTION 4 – Communication with Customers**

4.1 – Our preferred method for customers to contact us is by emails sent to **info@dnsmax.co.uk** or by using the contact forms on our website. Incoming emails are monitored between 08.00 and 23:30 UK time every day. We promise to respond to customer emails within 2 hours during Business Hours and within 4 hours at all other times that emails are being monitored.

4.2 – We provide a phone number for support, shown on our website; however we don't have the resources to make any promises about whether your call to us will be answered or how long it will take us to respond to voicemail messages.

During Business Hours we would normally expect to respond to voicemails within 2 hours.

## **SECTION 5 – Recourse of Customers if promises in this SLA are not kept**

### **5.1 – Cancel your account**

DNS Max never requires a Customer to commit to paying for a Service more than one month in advance and so a Customer can cancel their use of a Service at any time, without having to provide a reason, and they will not be charged past the end of the current month.

To minimise administration effort many smaller Customers are charged for 6 months or 12 months in advance. Any Customer who has paid in advance can cancel their use of a Service and DNS Max will refund any unused full months that the Customer has prepaid.

### **5.2 – Yellow Card Refund**

If the DNS Hosting service is unavailable for more than 15 minutes, or any other DNS Max service is unavailable for 15 minutes outside of a Maintenance Window, a customer can contact DNS Max to claim a refund of 50% of the current month's Subscription Fee.

The connection path between a computer and the DNS Max's servers has 5 components:-

- The user's equipment
- The user's ISP
- The Internet
- DNS Max's Datacentre
- DNS Max's equipment

This SLA applies to DNS Max's equipment and the Datacentres we use. Even though the Datacentres are owned and operated by different companies, that we have no control over, we have chosen to use these Datacentres and so take responsibility for problems at a Datacentre which cause disruptions to the availability of our services.

The Datacentres we use have multiple redundant routes to the Internet which include links that bypass the UK.

If the Internet itself were to somehow fail we'd all hear about it in the media and a Customer would lose access to many sites and not just DNS Max's servers.

If a Customer or other user can't access our servers they should take steps to check that their computer, local network and ISP are operating correctly before concluding that the fault lies with our servers or Datacentres.

Only 2 Yellow Card Refunds are permitted per customer in one calendar month.

### **5.3 – Red Card Cancellation and Refund**

If a Customer decides to cancel a Service with us because they are not satisfied with the standard of service we provide, they can email us to let us know that they are cancelling and list the reasons why they are dissatisfied. Irrespective of whether DNS Max agrees with the reasons for the dissatisfaction, it will then refund to the Customer the last month's Subscription Fee.

## **SECTION 6 – Thing we don't promise to do**

6.1 We don't promise to provide support in solving problems a Customer or other user may be having accessing our servers when we are satisfied that our equipment is operating normally and the Customer's account is configured correctly.

We will normally try to diagnose and suggest solutions to any problem related to email that an existing Customers advises us via email.

We will make a special effort to help new customers setup their computers to access our system and to migrate their existing settings and data.