

GL Server Service Definition

Contents

1. Introduction	1
2. Overall Service Scope	2
2.1 Other Software	2
3. Definitions	3
4. Application Services	3
4.1 Application Versions	3
4.2 Ongoing Version Support	3
4.3 Updates	3
5. Notice to Terminate	4
5.1 Data Retention on Termination	4
6. Initial Setup	4
7. Acceptable Use Policy	5
6.1 Prohibited Uses	5

1. Introduction

This document explains the detailed terms and how to get the best from our GLServer service and should be read in conjunction with our Terms of Business. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail. This is a living document and is subject to updates and changes as and when required by us.

- The GL Server service is built to serve applications packaged as GLServer units.
- Unit defines the service provided to you by EssingtonITS which includes wrap around services such as deployment, support and application enhancements.
- GLServer Units are specifically designed to run and operate within a GLServer infrastructure only.
- GLServer can operate singularly or within a highly available or resilient architecture discussed during the initial installation phase.
- GLServer is scalable by design.

Also see service definition documents

- Support
- Service Availability

2. Overall Scope

We will:

- Provide access to and permit use of GLServer deployed to a compatible server operating system.
- Manage the service so that it is up to date through Updates (minor versions) and Upgrades (major versions).
- Take commercially reasonable steps to ensure continuous access and functioning of the application without unscheduled service outages.
- Notify upstream Core developers of issues found within the application.
- Provide functionality support for current site administrators.
- Provide a valid license key for the duration of the purchased service.
- Ensure that backups are configured to occur daily within the GLServer application and provide guidance on how these backup sets should be handled.
- Provide guidance for shared storage where a shared storage installation and configuration service has not been purchased.
- Provide guidance for shared database services where a shared database installation and configuration service has not been purchased.
- Provide guidance for a kemp load balancer service where a kemp load balancer installation and configuration service has not been purchased.

We will not:

- Provide support for the underlying operating system or for any component not related to the GLServer service.
- Provide support for networking or firewall policies outside of the GLServer service.
- Provide support for IT security penetration which fall outside of the GLServer application or its supporting components which are;
 - GLServer core code
 - PHP
 - Docker

2.1 Other Software

We are a provider of Services in relation to GLServer and we cannot be responsible (or accept any liability) for any issues which arise from or involve any other software or its interaction with GLServer software, or any of the constituent parts that make the application work.

3. Definitions

GLServer	Application / Service provided by EssingtonITS
Update	Application version update

4. Application Services

The detailed terms in this document apply where the service name in our sales invoice is listed below.

- GLServer – Installation and Configuration
- GLServer – Annual Renewal

4.1 Application versions

We will provide the Services for:

- The current Core version if it has reached its first minor release (emergency releases excepted);
- Upgrades for Major releases as necessary.

4.2 Ongoing version support

We provide the Services for GLServer which includes supporting software to make the application operate where available through normal software channels.

4.3 Updates

- Full version updates are scheduled after the first minor release of the latest version subject to server capability review.
- Minor version updates will be automatically completed at each minor release.
- Security release updates will be reviewed and automatically completed on release.

5. Notice to Terminate

If you wish to cease receipt of the Service, you must notify us in writing at least 30 days prior to the end of the term. Failure to do so will result in automatic renewal of the Service for an additional term.

5.1 Data Retention on termination

On termination for any reason, we will;

- Cease application support services
- Cease deployment for updates / upgrades
- Cease deployment of required license keys

6. Initial Setup

You will be required to provide a few key elements to commence initial configuration, including but not limited to;

- Server with supported operating system installed
- SSH / VPN access to the target server
- Relevant network alteration such as firewall rules in place prior to the installation commencing
- Relevant privileges to install and maintain the GLServer service

Your service installation / support request may experience delay should the required information not be available when required.

6. Acceptable Use Policy

This acceptable use policy sets out the terms between you and us under which you may use our services.

By using our services Service, you accept and agree to abide by this acceptable use policy.

6.1 Prohibited uses

You may use this unit only for lawful purposes.

You may not use the unit for:

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards (see below)
- To transmit, or procure the sending of, any unsolicited or unauthorized advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of our service
- Not to access without authority, interfere with, damage or disrupt:
 - any part of our service;
 - any software used in the provision of our service; or
 - any equipment, network or software owned or used by any third party.
 - To ensure that all usernames and passwords issued to you are kept safe and confidential. We are not responsible for any consequences of your username or password being compromised and we reserve the right to make a charge if we are required to re-set your password or any other security setting more than once in any six-month period.
- Accept all version Updates.

There are potential implications for which you agree we will not be liable, including (but not limited to): degraded security or performance of the application, data corruption, change or loss of functionality, inability to update or upgrade the application.

Learn more about us at
www.EssingtonITS.co.uk