

Service Availability

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1. Service Availability

1.1. Incident Classification

P1 incident	A critical full outage/severe issue resulting in a catastrophic problem that causes complete inability to access the service and where there is no workaround or solution to the problem.
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1.2. Service Availability Commitment

We will use commercially reasonable efforts to meet Service availability of 99.95% for our service in each calendar month. However, should issues arise where your service is unavailable for an extended period the following refund policy will apply for hosted services.

- ☐ You are eligible for compensation on or after the second business day of continuous unavailability.
- ☐ Compensation is calculated by package cost (Invoice Paid) / 365 * days unavailable up to a maximum of 10 days.
- ☐ Compensation for service outages will not be automatically processed and must be requested in writing.
- ☐ EssingtonITS will evaluate your request to determine the cause and validity of the refund request and hold the full and final decision on any compensation due.
- ☐ EssingtonITS will make a compensation payment directly to your corporate / business bank account within 30 days of the final decision.

1.3. Planned Maintenance

We will notify you of any planned service-affecting outages using the site administrator email account(s) on our records. We will try to give you reasonable notice, but this may not always be possible.

1.4. Service Messages

We may send service messages to the email addresses of site administrators or contact using other available methods, at our discretion.

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