Service Level Agreement

Green CLoud Services Limited - Service Level Agreement
Our Web Hosting / Email Hosting Service Level Agreement (SLA) is specially tailored to the needs of an enterprise client and includes features now found in our standard SLA.

At hosting service we pride ourselves on the highest levels of quality and customer service, to give our customers peace of mind we have a guaranteed Service Level Agreement (SLA).

Green Cloud Services may amend this SLA at any time. Updated copies of the SLA will be located at Green Cloud Services helpdesk Website

Web Hosting / Email Hosting Cloud Services
We Guarantee the server 99.9% uptime and Green Cloud Services will perform a set of performed checks, audits, and report on the service. This service is to provide the clients with knowledge and overview of the server. From time to time, security updates, application patches, and System administration may be performed free of charge.

VPS / VM Cloud Hosting Services
We guarantee the server 99.9% uptime and Green Cloud Services will perform a set of performed checks, audits, and report on the service defined as host server. The virtual guest services that are rented to Clients. Green Cloud Services performs no maintenance, security checks, and user management for the client. Green Cloud Services will perform system administration on a per incident basis. Green Cloud Services will not provide the monitoring of uptime and failed services for the virtual guest services. In the event of a server failure, customer can login the CP to check the services status and restart the services. Recovery of server may be billable and is dependent on the nature of the required procedure.

Data Centre and Network Layer
Green Cloud Services guarantees that the critical infrastructure systems, including power and HVAC, will be available 99.9% of the time in a given month, excluding scheduled maintenance. Upon experiencing downtime, Green Cloud Services will refund the customer 5% of the monthly fee for each 60 minutes of downtime (up to 50% of customer's monthly fee for the affected server). Critical infrastructure includes functioning of all power and HVAC infrastructure including UPSs, PDUs and cabling, but does not include the power supplies on customers' servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems and is measured from the time the customer opens a trouble ticket regarding server downtime to the time the problem is resolved and the server is powered back on.

Device Layer
Green Cloud Services guarantees the functioning of all hardware components and will replace any failed component at no cost to the customer. Hardware replacement will begin once Green Cloud Services identifies the cause of the problem. Hardware replacement is guaranteed to be complete within one hour of problem identification. In the event that it takes us more than specified hours to replace faulty hardware, Green Cloud Services will refund the customer 5% of the monthly fee per additional hour of downtime (up to 50% of customer's

monthly fee for the affected server) hardware included with the server. This guarantee excludes the time required to rebuild a RAID array and the reload of certain operating systems and applications. Hardware is defined as the Processor(s), 100% CPU Loading, RAM, hard disk(s), motherboard, NIC card and other related. 4 Hour Hardware replacement will not be covered if device is not owned by Green Cloud Services.

Software Layer

Green Cloud Services guarantees the software provided and installed in server is genuine and authentic. Software updates will be provided, but may not be installed, from software vendor whenever available.

Support Layer

Green Cloud Services guarantees its response time based on Support Response Time (SRT) subscribed. By default all Green Cloud Services service come with Best Effort SRT. Our support will pick up your support request and provide a response back to you within our promised support medium, hours and response time. All Green Cloud Services services provided come with a minimum of Best Effort SRT. Please see Support Response Time section for more details.

Support Response Time(SRT)

All services are provisioned complete with our Standard SRT .Service is provided based on your position in the support queue.
Standand SRT

- Gives customers priority support with a response within 12 Hour of submission of a support ticket in addition to the included Best Effort SRG.