

Rendili Hosting Service Level Agreement

Our web servers are housed in a purpose built UK data centre, safeguarded by comprehensive physical and environmental security measures. There is a guaranteed network uptime of 99.9% (excluding scheduled maintenance)

We constantly monitor all our servers to predict any potential problems, enabling us to rectify almost any issues before they have an impact.

Site unavailable

Other than in the event of scheduled maintenance which will be notified to customers in advance, when the site is down, clients can call directly or submit a ticket at <http://helpdesk.rendili.co.uk> and unlimited support is offered until resolution and site access is restored. If access can't be restored immediately, then an ETA or at least an explanation must be provided (either directly or via our helpdesk site) within 5 working hours of the client contacting us.

Routine maintenance will normally be conducted outside of working hours and we would provide notice of any such planned downtime as soon as we have it.

In the rare event of an outage, we would fully investigate the issue and provide a report to our customers detailing the circumstances and any remedial steps taken.

Backup of Web Site Content

Full back-ups are made daily with differentials kept for 7 days. Back-ups are made for server restoration purposes only. If any loss of data occurs due to system problems, Rendili Limited will use reasonable efforts to recover the data from the most recent backup archive. Recovery of data lost by the customer will be deemed a remote support call and charged accordingly.