



MELBOURNE[™]
SERVER HOSTING

Dedicated Server Support

Making sure you get the right level of help from us



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Postal Address

Turing House, Archway, Manchester, M15 5RL

Phone us

0161 232 0001

Fax Us

0161 232 9125

Email us

inbox@melbourne.co.uk

Visit our website

www.melbourne.co.uk

Melbourne Server Hosting Ltd is registered in England and Wales. Company Number 4091836. VAT Number 755 5694 86.

Choosing the right level of support for your dedicated server.

We're here to help you when you need technical assistance with your servers. This guide will explain the levels of support available with your dedicated servers, to ensure that you get the right level of cover from Melbourne.

Service Level Agreements

We're committed to providing excellent service availability, to give customers a predictable level of service from us. These service level agreements are detailed below. All dedicated servers are covered by these Service Level Agreements (SLAs).

Power Availability - 100% SLA

Melbourne provides a 100% SLA on power.

In the unlikely event that we're unable to meet this target, we'll refund a portion of your monthly bill at the rate of 5% for every additional 15 minutes of downtime.

Network Connectivity - 99.95% SLA

Melbourne provides a 99.95% "uptime" service level agreement on network connectivity.

In the unlikely event that we're unable to meet this target, we'll refund a portion of your monthly bill at the rate of 5% for every additional 15 minutes of downtime.

Why is our Network SLA different?

Most hosting companies guarantee availability of their own network. This means that your server may be un-contactable from the outside world, but because one of their connectivity providers has failed, their SLA doesn't cover it. Our SLA covers your server's availability from the outside world giving you complete peace of mind that we're covering every eventuality.

Two or Four Hour Fix on Hardware Failures

In the event that your server's critical hardware fails, to the extent that it is not able to perform its critical duties, we will fix the fault or provide an alternative server, within 2 or 4 hours of the fault developing (depending on your service level).

In the event that time taken to resolve the hardware failure exceeds 2 or 4 hours, for any individual incident, a service credit will be made. One full day's credit will be given for each hour of downtime beyond the 2 or 4 hours allowable, up to a maximum credit of 100% of the month's service fees.

The period hardware is deemed to be "out of service" commences when the fault is identified and ends when the server's critical services are operational again or when an alternative temporary server has been provided.

Server Management

Server management means that Melbourne’s server management team become an extension of your own support team. We will pro-actively monitor your servers’ operating system and hardware, notifying you if there are any issues.

The service level comparison overleaf details the various ways in which our server management offers you additional coverage and pro-active support.

Service Level Comparison

Whether you need full support or to be left to manage your servers, we offer an appropriate support level:

	Self-Managed Server	Managed Server	UltraManaged™ Server
Hardware, Power and Network Support <i>“we look after the datacentre environment, you look after your server’s software”</i>	Yes	Yes	Yes
Proactive Management <i>“warm fuzzy feeling that someone else is looking after your server”</i>	No	Yes	Yes
Priority Service <i>“even warmer fuzzier feeling that we’re going the extra mile for you”</i>	No	No	Yes

The table on the next page compares the service levels in more detail.

What if the standard Management Packages aren’t enough for your application?

We’re able to offer customised service level and management agreements are available for complex projects. Please contact our sales team to obtain a tailored quotation.

Self-Managed vs Managed Servers: Support Comparison

Feature	Self-Managed Server	Managed Server	UltraManaged™ Server
Service Level Agreements			
Power Availability SLA	100%		
Network Availability SLA	99.95%		
Hardware swap-out guarantee	Replacement within 4 hours, day or night.	Replacement within 4 hours, day or night.	Replacement within 2 hours, day or night.
Obtaining Support			
Working Hours Email and Telephone Support	Included		
Out-of-Hours Emergency Support	Included – hardware issues only.	Included – hardware and emergency operating system issues.	
Dedicated, named Account Manager	Included		
Dedicated Support Contact	Not included		Included
Quarterly on-site review with Dedicated Support Contact and Account Manager	Not included		Included
Responsibility for operating system (OS) management	Customer	Melbourne, according to principals set out in the “Service Runbook” for the customer (see below).	
Responsibility for applications on the server	Customer	Customer, with assistance from Melbourne.	
Dedicated “Service Runbook” setup for customer?	Not included	Yes, including documentation of emergency contacts and procedures, so that proactive monitoring and maintenance can be performed by Melbourne’s technical team.	

Hardware Support			
Server hardware failure	Free of charge, after notification by customer via emergency ticket. Swap-out within 4 hours.	Free of charge, proactively monitored. Swap-out within 4 hours.	Free of charge, proactively monitored. Swap-out within 2 hours.
Server hardware upgrades	<p>Within 3 working days of order (subject to hardware availability).</p> <p>No labour charges for installations between 8am – 6pm Monday – Friday. (Labour charges apply outside these times).</p>	<p>Within 1 working day of order (subject to hardware availability).</p> <p>No labour charges for installations between 8am – 10pm Monday – Friday. (Labour charges apply outside these times).</p>	<p>Free of charge, proactively monitored. Priority Swap-out.</p> <p>No labour charges for installations between 8am – 10pm Monday – Friday. (Labour charges apply outside these times).</p>
Operating System Support			
Initial Operating System Installation	Included		
Initial Operating System Configuration	Not included	Included, up to a maximum of 1 hour.	Included, up to a maximum of 2 hours.
Operating System Reinstall	Chargeable (£35)	Free of charge, up to once per month.	
Automated Security Patching	Not included	Included, according to custom schedule set in place.	
Additional Services			
Hosted DNS (on our nameservers)	Included, unlimited zones ¹ . Self-managed.	Included, unlimited zones ¹ . Self-managed or Melbourne-managed.	
Secondary or Primary MX	Included, one domain name.	Included, unlimited domain names ¹ .	
Server Monitoring	None included	24/7 monitoring of up to two services (including http requests); engineer notified on failure and will perform corrective action in accordance with your "Service Runbook"	
Proactive Fixing	Not included	On both hardware and operating system faults.	

Threshold monitoring	Not included	Included on CPU and disk-space usage, with proactive notifications when thresholds are exceeded.	
Automated Security Scans	Not included	Included	
Setup and Monitoring of Backups	Not included	Free setup of our managed backup service, UltraVault™. Recurring charges apply for service rental.	Free setup of our managed backup service, UltraVault™. Monthly charge for Vault™ included with unmetered transfer. Backup storage charges apply.
Management of firewalling	Not included; customer is responsible for setting firewall rules through our UltraFire™ web interface.	Melbourne will consult with customer and recommend firewall rule strategy, and will implement upon agreement with customer. Customer is also able to amend rules through our UltraFire™ web interface.	
Included "Ad-hoc Server Management", for OS, applications and security, as listed in "server management expertise" section	None included. Ad-hoc server management available at £50 per half-hour.	30 minutes of office-hours assistance per month. Additional time available at £50 per half-hour.	60 minutes of office-hours assistance per month. Additional time available at £50 per half-hour.

¹ fair-usage policy applies.

Server Management Expertise

Whether you take a Managed Server from us, or you would rather pay for Ad-Hoc Server Management, our managed support team are able to assist with most Windows and Linux server setups.

Typical Server Management Tasks

- Operating system maintenance, troubleshooting and security.
 - Addition/removal of users and groups.
 - File and directory permissions.
- Application installation, configuration and troubleshooting (Support for a selection of popular applications as standard - see below)
- Code and database performance advice and problem solving.
- Creation of scripts for backup, housekeeping and miscellaneous tasks.
- Setting up, managing and advising on DNS, Firewall, VPN and Load balancing (additional charges may apply for hardware devices).
- Scheduling and performing security audits and penetration testing.²
- Documenting network topology.
- Consultancy and advice on recommended practice for hosted solutions.

Supported Applications

- **Linux:** Apache, MySQL, PHP, Perl, Ruby, Ruby On Rails, PostgreSQL, Postfix, Qmail, Exim4, lighttpd, ProFTPd, vsftpd, Plesk
- **Windows:** IIS, MSSQL, MS Access, ASP.Net, Exchange, Apache, PHP, MySQL

This list isn't prescriptive or exhaustive; we have a very experienced support team who have a huge range of skills. If you'd like to find out whether we can support your application please call us.

² Scheduling not available for Ad-Hoc management