

Melbourne's UltraSupport™ Charter

"What you can expect from your relationship with Melbourne"



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melbourne[™]
> the whole server thing. sorted.

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Are you ready to be impressed by your hosting company? Our UltraSupport™ really is rather special. Anyway, rather than throwing marketing rubbish at you, here's our UltraSupport charter. It outlines our commitment to our customers.

1. Your interaction with us

The key to getting the best support experience is for us to ensure that whenever you interact with us, that you get a positive and rewarding experience. Here's how we make that happen:

- Most hosting companies employ 'first line support', which is usually designed to filter out the majority of calls from the more experienced second-line technicians. We don't do this, so you can be confident that your enquiry will be dealt with by someone who has the knowledge and authority to solve your problem.
- Unlike most hosting providers, all our technicians work in our datacentres as well as taking support calls, as all our technical staff are on-site at the datacentre. This usually means the person with whom you raise a support query, will actually go and do the job for you, creating a consistency in communications.
- All our technicians are actively involved in either Microsoft, Redhat or Cisco training courses and are either qualified, or working towards qualifications.
- We promise to speak to you in a polite and friendly manner, without patronising or intimidating with jargon.
- You will have a dedicated account manager, who is able to help with any issues not completed to your complete satisfaction. They will also have a thorough knowledge of the services you take from us, meaning you get relevant advice on upgrades.

2. Speed of response

To enable us to quantify our support levels, we have certain Service Level Agreements (SLAs) in place to define how quickly support should respond to you:

- During office hours, support telephone calls will be answered immediately by a second line support technician. Your call will not be put in a queue. Outside of these hours your call is routed to the on-call technician.
- We promise to respond to emergency tickets within 15 minutes during office hours, and within 1 hour outside office hours. We define 'respond' as replying to your ticket with a solution or an action plan of how the issue will be resolved, and not simply acknowledging your ticket.

- We promise to maintain a network availability of greater than 99.95% in any given month. Credits will be issued to customers where this is not met. [Click here to view our externally audited uptime statistics](#)
- We promise to maintain a power availability of 100% in any given month. Credits will be issued to customers where this is not met.

Please note: this power SLA does not apply to our Greenheys Backup facility.

3. Hardware Failures

If you rent dedicated servers, or other hardware, from us:

- We promise to fix hardware faults on dedicated servers within 4 hours of it being reported or picked up by our monitoring, day or night. Please note that this is a promise to fix, not to respond. Many companies offer a 1 hour response to hardware failures, but do not promise when they'll actually fix it.
- If there's any doubt as to which component in your server is failing, we'll happily transplant your data to a completely new server. Our priority is to get you back up-and-running. That's why we keep not only spare parts, but also complete spare servers. We do not rely on manufacturer warranties to provide our hardware guarantee.

4. Managed Servers

If you take management services from us:

- You will receive priority hardware repairs, hardware upgrades, and general support.
- We will pro-actively monitor your services to ensure that they're healthy and stay running 24/7.
- We will security-patch your servers out-of-hours, responding to any issues that arise as a result of this patching.
- Our support and development team will be available for additional general support within the confines of the management plan you have purchased.