SERVICE LEVEL AGREEMENTS

BENEFITS OF THE EXTENDED SERVICE LEVEL AGREEMENT:

- ECONOMICAL PRICING FOR HIGH-VOLUME CUSTOMERS
- ACCESS TO LEASEWEB'S CUSTOMER PORTAL AND API
- HIGHLY TRAINED AND CERTIFIED ENGINEERS ON SITE 24/7
- FASTER RESPONSE TIMES
- FIRST PRIORITY TECHNICAL ASSISTANCE FOR TROUBLE-SHOOTING
- DISCOUNTS ON ADVANCED SUPPORT

ADVANCED SUPPORT INCLUDES:

- SETUP AND CONFIGURATION OF WEB, DATABASE, APPLICATION OR OTHER SERVERS AND CLUSTERS
- OPERATING SYSTEM UPDATES
- PERFORMANCE TUNING
- SETUP AND MAINTENANCE OF NETWORK INFRASTRUCTURE
- FIREWALL SETUP
- LOAD BALANCING SETUP AND MAINTENANCE

LeaseWeb houses its dedicated servers in secure, advanced data centers and can provide additional peace of mind for your business' critical operations with an extended Service Level Agreement (SLA).

To keep your data connected day and night, weekend and holiday, LeaseWeb's Basic Service Level Agreement includes at no additional charge:

- 24/7 support by highly trained and certified engineers
- Hardware checks, including memory, processor, and hard drives
- Replacement of broken hardware
- Return of hardware to its original provisioned setup, including OS
- Root password reset and boot loader repair
- Correction of network stack issues to restore connectivity

Extended SLAs

As a LeaseWeb customer, you can expect a high level of service across your IT infra-structure. While the Basic SLA satisfies most customer needs, we offer extended Service Level Agreements to customers who want greater peace of mind. An upgraded SLA provides greater assurances on response times, priority access to our certified engineers, and reduced hourly rates for advanced support. Businesses demanding the highest level of performance and uptime for critical applications and websites find this offers particular value.

Advanced Support

In addition to standard support services, our support teams provide around-the-clock technical expertise and management experience to deliver reliable and high performance hosting solutions. Advanced support includes server maintenance and troubleshooting, software configuration, performance tuning, and many other tasks not included with our standard free support.

Let's Discuss the Details

Service Level Agreements are available in several levels. Basic (included with all dedicated servers), Bronze, Silver, Gold, and Platinum. Please contact one of our sales representatives to discuss the level best suited to your needs and to ensure you have the services that are most advantageous for your organization.

SLA PACKAGES

	BASIC	BRONZE	SILVER	GOLD	PLATINUM
FREE PHONE SUPPORT	24/7	24/7	24/7	24/7	24/7
INITIAL RESPONSE TIME	24 HOURS	4 HOURS	2 HOURS	1 HOUR	30 MINUTES
HARDWARE REPLACEMENT (AFTER DIAGNOSTICS)	24 HOURS	4 HOURS	3 HOURS	2 HOURS	2 HOURS
CUSTOMER PORTAL	√	√	√	√	√
ADVANCED SUPPORT HOURLY RATE	$129	$119	$99	$89	$79
ADVANCED SUPPORT MINUTES INCLUDED*	—	30	60	90	120
PRICE/MONTH	INCLUDED WITH ALL BARE METAL SERVERS	$39	$59	$99	$129

* SUPPORT MINUTES ARE CALCULATED PER 15 MINUTES AND DO NOT TRANSFER TO THE NEXT MONTH.