

Asset Bank, **Customer Support**

Dedicated Server Hosting Description

Author: Paul Mulvee, Bright Interactive
Date: 10 December 2009
Version: 2, d4
Status: Release

1. Introduction

This document describes the availability you can expect from Asset Bank ('the application') when it is hosted on one of our dedicated servers at Rackspace.

2. Availability & SLA

We guarantee that unless undergoing scheduled maintenance, your Asset Bank will be unavailable for less than 30 minutes per month.

In the event that the application is unavailable for more than 30 minutes in a given month for reasons that are our fault we will refund to you 10% of your monthly support charge per 30 minutes of downtime – up to 100% of the monthly support charge. Reasons that are our fault are problems due to software failure on the server (the application or any of the software required to run it, including the Operating System) and failure of the network infrastructure at Rackspace.

However, for the purpose of compensation, downtime begins when you log a call with Bright Interactive or Rackspace stating that you cannot access the application and ends when you successfully access the application or you are informed that the application is available again (unless you subsequently find otherwise).

For an additional monthly fee your application can be automatically polled regularly (for example every 15 minutes) to check for availability, and then Rackspace or Bright Interactive will attempt to resolve any issues as soon as they become aware of them.

3. Support Hours

Problems with the availability of your application can be logged with Rackspace at any time (i.e. 24x7) by your nominated contact, or with Bright Interactive during its standard Customer Support hours (described in the document [Asset Bank Customer Support](#)). Please let us know the details of your nominated contact should you wish this facility to be set up.