

Sayagle Managed Service Level Agreement (SLA)

Choosing a hosting provider is never easy and it seems to be a risky decision when your site is at stake. It doesn't have to be. We at Sayagle know that the availability of your site is of extreme importance and entrusting your website to Sayagle is something we take very seriously. That is why we have built the hosting industry's most aggressive Service Level Agreement (SLA) to cover the multiple components that keep your site up and running. This is the same SLA that keeps Sayagle and Sayaglify up and running.

Our SLA is a contract between you, the customer, and Sayagle. It defines the terms of our responsibility and the money back guarantees if our responsibilities are not met. We want our customers to feel at ease with their decision to move their site to Sayagle, and we guarantee that we take your site's uptime as seriously as you do.

The Sayagle SLA covers the availability of your website and three components (Network, Infrastructure & Hardware) that keep your site up and running:

Network Guarantees	Network Customer Advantages
Network will be available 99.99% of the time in a given month, excluding scheduled maintenance agreed upon with the customer.	A credit of 5% of the monthly fee for each 30 minutes of downtime. A credit of up to 200% of the monthly fee for the affected server.
Infrastructure Guarantees	Infrastructure Customer Advantages
Critical infrastructure systems, including power and HVAC, will be available 99.99% of the time in a given month, excluding scheduled maintenance.	A credit of 5% of the monthly fee for each 30 minutes of downtime, up to 200% of the monthly fee for the affected server.
Hardware Guarantees	Hardware Customer Advantages
Functioning of all hardware components and replacement of any failed component at no cost to the customer.	A credit of 5% of the monthly fee per additional hour of downtime, up to 200% of the monthly fee for the affected server.

Service Level Agreement

99.99% Network Uptime

Sayagle guarantees that its network will be available 99.99% of the time in a given month, excluding scheduled maintenance. Network uptime includes functioning of all network infrastructure including routers, switches and cabling, but does not include services or software running on your server. Network downtime exists when a particular customer is unable to transmit and receive data and is measured from the time the trouble ticket is opened.

Sayagle Guarantee: Upon experiencing downtime Sayagle will credit the customer 5% of the monthly fee for each 30 minutes of downtime - up to 200% of the customer's monthly fee for the affected server!

Infrastructure

Sayagle guarantees that the critical infrastructure systems will be available 100% of the time in a given month, excluding scheduled maintenance. Critical infrastructure includes functioning of all power and HVAC infrastructure including UPSs, PDUs and cabling, but does not include the power supplies on customers' servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems and is measured from the time the trouble ticket is opened to the time the problem is resolved and the server is powered back on.

Sayagle Guarantee: Upon experiencing downtime Sayagle will credit the customer 5% of the monthly fee for each 30 minutes of downtime - up to 200% of the customer's monthly fee for the affected server!

Hardware

Sayagle guarantees the functioning of all hardware components and will replace any failed component at no cost to the customer. Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card and other related hardware included with the server. This guarantee excludes the time required to rebuild a RAID array and the reload of certain operating systems and applications

Hardware replacement will begin once Sayagle identifies the cause of the problem. Hardware replacement is guaranteed to be completed within one hour of the problem being identified.

Sayagle Guarantee: In the event that it takes us more than one hour to replace faulty hardware Sayagle will credit the customer 5% of the monthly fee for each hour of downtime - up to 200% of the customer's monthly fee for the affected server!