

<p>100% NETWORK UPTIME</p> <p>Guaranteed 100% Network Uptime 5 Minute Engineer Response Instant Hardware Replacement Bandwidth Guarantee</p>	 A large, red, stamp-like graphic of the word "GUARANTEE" in a bold, sans-serif font, partially obscured by a red arch.
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Service Level Agreement

Does your current dedicated provider only offer 99.9% uptime and hardware replacement within 4 hours? Frustrated with 30 minute reboots and having to maintain your own security patches?

Our Service Level Agreement (SLA) goes that step further to ensure you are provided with an unparalleled service and support. Each dedicated server is supplied with **100% Networking uptime, instant reboots, instant hardware replacement, full security patching** and **5 minute engineer response time**, providing the ultimate service in dedicated server hosting.

Guaranteed 100% Network Uptime

Most other dedicated solutions allow for some downtime across a calendar month (e.g. with a 99.9% uptime guarantee), but we understand that no business can tolerate downtime. We can actually guarantee 100% uptime thanks to our own redundant network to ensure there is never a glitch. The value of a whole day's dedicated server cost will be applied for every hour your server is without connectivity; such is our confidence in the network.

Instant Reboot

We do not apply any restrictions as to when and how many times you reboot your server. There are no additional charges. Our data centre is equipped with electronically controlled power outlets, meaning that you can reboot your Tarragon dedicated server instantly from our web based control panel.

Engineer Response in 5 Minutes

If your server develops a critical problem we guarantee to have an engineer working on the issue within 5 minutes of being notified. Regular updates will be passed as the status develops.

Automatic Security Updates

Any security updates or patches applicable to your server will be applied automatically or mitigating action taken.

Instant Hardware Replacement

Should your server suffer any form of hardware failure we guarantee to maintain a complete server of the same or better hardware specification powered up and pre-configured for an instant replacement.

Bandwidth Guarantee

Not only will we maintain sufficient uncontended network bandwidth to service all our customers at full capacity, we will ensure that we are still able to do so even if one of our Internet connections fails.

This SLA applies to dedicated servers only.