

Uptime SLA

SLA of VMotion IT Solutions Ltd describes the standard level of service that all hosting customers can expect from the company and the remedies we can offer if we fail to provide. The company holds the right to amend this agreement at anytime.

VMotion It Solutions endeavors to maintain a 99.9% uptime service level of network and servers. Company servers are monitored and the service support desk is running throughout the year, 24/7 365 days. The technical support team is available via email/ticketing system and by requesting a call-back. Clients are advised to raise a support ticket and complete a full description of the problem. Emails regarding the problem can also be written and addressed to the specified email address mentioned in the support section of the company's website. Emails sent to other departments more than likely will not be answered. Emails are responded on the first-come-first-serve best effort basis. Our phone lines are open mainly for business and non-technical queries.

If the company fails to deliver 99.9% uptime service, then it shall credit your account with 10% of your equivalent monthly fee, for every full 60 minutes of downtime, up to a maximum amount of your equivalent monthly fee. Please contact via ticketing system and the company shall investigate your claim.

Customers shall not be entitled to any credit if the network downtime is caused by the following:

- A problem in the client's local area network
- A problem in the client's end-user software
- Downtime due to security updates, software updates or hardware updates
- Over-utilisation of server initiated by the client
- Any delays or problems caused by the client's employees or partners
- Operating system failures, hacks or service exploits
- Incorrect software configuration performed by the client