

# Hosting Service Level Agreement

- 1.1. Digital Spotlight use high performance dedicated web servers hosted by first class Hosting Provider Company's such as UKFast, Melbourne IT and 1&1.
- 1.2. The team at Digital Spotlight use the latest in encryption techniques for sensitive data, and have over 26 years of experience in the development of data sensitive systems.
- 1.3. All of our live sites have unlimited bandwidth and an uptime performance of 99.99%.
- 1.4. Digital Spotlight will use their best endeavours, in conjunction with the Hosting Provider Company's, to rectify the cause of any disruption in the hosting service of a customer's website(s) and to minimise the duration of any such instances.
- 1.5. Digital Spotlight will not be liable to the Customer for any compensation in respect of any down-time that may occur with the hosting of their website(s).
- 1.6. Backups
  - 1.6.1. Digital Spotlight keep local offsite monthly backups of all customer uploaded files and daily local offsite backups of all SQL databases.
  - 1.6.2. Digital Spotlight, in conjunction with the Hosting Provider Company will provide daily onsite backups of all online files and SQL databases.
  - 1.6.3. In the unlikely event of a hard drive failure or other technical failure with the dedicated web server will restore the website as quick as possible on a new or repaired web server.
- 1.7. With regard to any images or download files uploaded to a customer's website by a customer it is the responsibility of the customer to retain a copy of these on their local PC/LAN. In the unlikely event of hard drive failure or other technical failure with the dedicated web server it will be the responsibility of the Customer to re-upload these files if they are not present in the back up files as outlined in clause 1.6
- 1.8. Digital Spotlight utilise various backup processes on their dedicated servers for all website folders and files and may, therefore, be able to save customers the need to re-upload files in accordance with clause 1.7. This is not guaranteed by Digital Spotlight so customers should observe and be prepared, in the unlikely event, to comply with clause 1.7.
- 1.9. Distributed Denial of service attack (DDoS) protection.
  - 1.9.1. Multi-level DDoS protection: Traffic is filtered through various levels-efficiently preventing DDoS
  - 1.9.2. Continual surveillance: Spoofing and bogon filters are in constant operation to reduce the traffic of fake IPs, resulting in the prevention of attacks.
  - 1.9.3. Dedicated safety rules: We safeguard our web servers from the latest threats and vulnerabilities with specially defined mod\_security filter settings

- 1.10. In the event that a customer wishes to move their website and/or SQL Server Database to another web server supported by another party, then Digital Spotlight will cooperate fully, subject to all outstanding amounts being paid up in full, in advance, along with a fee to cover Digital Spotlight reasonable time to facilitate the move.
- 1.11. Digital Spotlight will invoice for Hosting on an annual basis, yearly in advance. Invoices will be raised approximately 30 days prior to the commencement date.
- 1.12. Digital Spotlight will setup customer's email within the hosting of a live site.
- 1.13. Digital Spotlight will investigate, in conjunction with the Hosting Provider Company, will use their best endeavours to rectify the cause of any problems reported by the Customer with their email.