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# Shared and Dedicated Hosting SLA

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*CFHosting.ca and VentureLabour.com Inc. operates as VLinteractive.com*



# Hosting Service Level Agreement (SLA)

## Hardware Replacement Service Level Agreement

VLinteractive.com guarantees that in the event of a dedicated server hardware failure, the faulty hardware will be replaced within **24 hours** of identifying the problem. In the event that this guarantee is not met, VLinteractive.com will issue a credit for ten times the actual amount of additional downtime. The amount of compensation may not exceed the customer's monthly recurring charge. This guarantee does not include the time it requires to perform additional software related maintenance, including rebuilding web accounts from backups, cloning hard drives, reloading the operating system, reloading and configuring applications, or rebuilding raid arrays.

## Network Uptime Service Level Agreement

VLinteractive.com guarantees network uptime to be **99.9% of the time**. This guarantee assures that all major routing devices within our network are reachable from the global internet 99.9% of the time.

## Network SLA Exclusions

Many possible situations are completely beyond the control of VLinteractive.com, and therefore are not in the scope of this SLA. These situations include:

- **Scheduled Network Maintenance** - occasionally network maintenance will be required. VLinteractive.com will do everything possible to minimize and avoid downtime during this maintenance. You will receive prior notification of upcoming maintenance at the main email address we have on file. Scheduled maintenance periods are not eligible for SLA credits.
- **Hardware Maintenance** - on rare occasions, the hardware in your Dedicated Server may need maintenance or replacement. VLinteractive.com will do everything possible to minimize any downtime in these situations per our hardware replacement SLA. Any downtime incurred as a result of this maintenance will not be counted towards our network SLA.
- **Software Maintenance** - an important part of managing a dedicated server is keeping the software up to date. If you choose to have VLinteractive.com manage your server, occasional software updates will be required to address security or performance issues. Usually you will experience little or no downtime in these situations, but we cannot guarantee a specific amount of time in all situations, as such any downtime incurred as a result of this maintenance will not be counted towards our network SLA.
- **Malicious Attacks** - if a third party initiates a "Denial of Service" or other form of disabling attack against your Dedicated Server or major portions of our network, VLinteractive.com will do everything in its power to stop the attack, but cannot guarantee a resolution time. Part of the resolution process, may require disabling or turning off your server. Any downtime incurred as a result of these types of attacks or their resolution will not be counted towards our network SLA.

## Network SLA Remedy

In the event that VLinteractive.com does not meet this SLA, Dedicated Hosting clients will become eligible to request compensation for downtime. The customer will receive a credit for **5 times (500%) the actual amount of downtime**. This means that if your server is unreachable for 1 hour more than the allowable 0.1%, you will receive 5 hours of credit.

All requests for compensation must be received within 5 business days of the incident in question. The amount of compensation may not exceed the customer's monthly recurring charge. This SLA does not apply for any month that the customer has been in breach of VLinteractive.com Terms of Service or if the account is in default of payment.

## Service Level Windows

Please refer to the chart below to find your SLA service level window associated with your hosting or support package.



### NETWORK SUPPORT SERVICE LEVEL AGREEMENTS (SLA)

Service Package	Bronze	Silver	Gold	Platinum
<b>ITIL Compliant Enterprise Service Levels</b>				
<b>Service Level Windows</b> Hours of Operation Based on Eastern Standard Time - EST	<b>Mon - Fri</b> <b>9 AM - 5 PM</b> Except Public Holidays	<b>Mon - Sun</b> <b>8 AM - 11 PM</b> <b>365 Days</b>	<b>Mon - Sun</b> <b>6 AM - 12 AM</b> <b>365 Days</b>	<b>Mon - Sun</b> <b>24 x 7</b> <b>365 Days</b>
<b>Business hours are: Mon - Fri 9 AM - 5 PM EST Excluding Canadian Public Holidays</b>				
Response Time within SLA Level 1 - Critical Impact Incidents	1 hr	1 hr	1 hr	1 hr
Resolution Time within SLA Level 1 - Critical Impact Incidents	24 hrs	12 hrs	12 hrs	6 hrs
Response Time within SLA Level 2 - Low Impact Incidents	24 hrs	24 hrs	24 hrs	24 hrs
Average Resolution Time within SLA Level 2 - Low Impact Incidents	48 hrs	48 hrs	48 hrs	48 hrs
<b>*Level 1 Critical Impact Incidents:</b> Please note that <i>Critical Impact Incidents</i> include outages that would affect multiple users, such as loss of connectivity / functionality to a website or service.				
<b>E-Mail / Ticket Support</b> tickets@vlinteractive.com	<b>IMPORTANT:</b> E-Mail / Ticket support will only be responded to during business hours. For support requests after hours, please phone the support line as per below.			
<b>Phone Support</b> 1-888-248-4893 x3 or 519-763-9660 x3	Phone Support is available 24 x 7 x 365. Please note any calls made outside your SLA will be billed at 1.5 times your current rate (minimum of 1 hour)			
Permitted Support Requests outside business hours / month	-	1	2	3
<b>Network and Application Monitoring</b>				
Q9 Datacenter network access and environment (WAN connectivity, electrical) have a guaranteed uptime of 99.9%. Application and server resources are monitored based on the associated SLA above. Any services that fail to respond within 10 min inside the SLA will send an alert to our support technicians.				

# NETWORK OPERATIONS CENTRE

## HOW TO REPORT A PROBLEM

VLinteractive.com technicians are available 24 hours a day. There are a number of ways to reach us, including toll free phone support, online help desk, and email.

- Phone: **519-763-9660 x 3** or **1-888-248-4893 x 3**
- Email: [HelpDesk@VLinteractive.com](mailto:HelpDesk@VLinteractive.com)
- Help Desk: <https://tickets.vlinteractive.com>

**Please provide us with following information:** Name, Company, phone number and details on the service issues you are experiencing.

## TECHNICAL ISSUES AND CHANGES (DURING BUSINESS HOURS):

For any account, DNS, firewall, networking changes, and general support please contact us using the information below.

**Monday to Friday, between 9AM and 5PM EST**  
**Email (preferred): [HelpDesk@VLinteractive.com](mailto:HelpDesk@VLinteractive.com)**  
Phone: 519-763-9660 x3

## TECHNICAL ISSUES AND CHANGES (OUTSIDE BUSINESS HOURS)

VLinteractive technical staff can be made available outside of our business hours to assist with upgrades, migrations, backup restores or other tasks. Please contact us during regular business hours for our rates or to schedule a time window.

## EMERGENCY ISSUES (24/7)

An emergency will usually consist of one of the following:

- Loss of network connectivity from your cage/cabinet
- Loss of power in your cage/cabinet
- Other failures outlined in SLA with guarantees for specific recovery times

**SHOULD YOUR EMAIL OR CALL BE DEEMED NOT AN EMERGENCY, OR IF ESCALATION PROCEDURES ARE NOT FOLLOWED, FEES MAY APPLY.**