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The general Hosting services included are:
- Hosting of the website based upon the registered Hosting plan
- Access to some selected cPanel functions for the website
- Support for Infrastructure and for the agreed website application(s), according to the registered Hosting plan

The hosting services availability is throughout the whole day, where the Customer may use the Services.

Operational classification	Hour of Operation and Support	Support level
General availability	00:00 – 23:59 (CET), (365days/7 days/24hrs)	
Guaranteed Service Time	07:00 – 17:00 (CET), workdays	Full Support
Operational availability	17:00 – 21:00 (CET), workdays	Reduced Support
Service window (Maintenance)	21:00 – 07:00 (CET), (Maintenance)	Reduced Support
Weekends & public holidays	Available, but limited support	Limited Support
Since we always offer a separate TEST and PROD website, there are usually never any disruptions on your production website.		

Scheduled Downtime for Service windows (Maintenance)

Planned downtime in the form of Service windows, should only occur between the hours of
21:00 - 07:00 (CET) during weekdays. Planned Downtime can occur in two variants:

- **Extensive platform upgrades, where the number of such planned service windows,
  are limited to twice per year, or a maximum of 4 weekends per year. (Very rare.)**

  - Notification about planned downtime, should be made at least 3 weeks before the planned
    maintenance starting date.

  - The notification should state the consequences of the planned downtime

- **Small service activity applied to minor upgrades of subcomponents. (Wordpress Plugins)**
  Possible consequence could be some decreased service availability within a certain timeframe,
  but the services will be made available again, as soon as the minor upgrade work has been completed.
  (The work can in some rare cases last between 1 to 5 hours, but is mostly shorter than 30 minutes.)

The registration of guaranteed availability starts again, when the scheduled downtime expires.
If the downtime is extended beyond the planned service-window, all recorded downtime continue thereafter,
until the problem has been resolved. The website will indicate that such maintenance is ongoing until it ends.)

By force majeure and extraordinary circumstances that are completely beyond Websystems-Hosting's control,
and that could threaten the security of the service, or other related services, the services are taken down in
accordance with relevant service priorities. Such downtime should be reported separately. Notification should be
sent via email, and an overview of planned downtimes should be available at our client login area after a login.

Lack of access due to circumstances beyond control Websystems-Hosting

Downtime due to circumstances beyond Websystems-Hosting's control, is not considered to be downtime:

- Interruption of Internet access at Customer locations;

- Errors caused by changes in applications or software versions for the Customers,
  are the Customer's responsibilities

- Local equipment at the Customer sites, or insecure/unstable versions of browsers.
  (Websystems-Hosting recommends all our customers to use Chrome as their default browser,
  both for an optimal user experience, but also for maximum security.)

- User does not meet the recommended technical requirements:

- Unavailability of related or third-party vendor services, including, but not limited to,
  server hosting providers, Internet lines and access providers, integration services.

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Problem registration and solving

Websystems-Hosting should secure proper Customer support, regarding our services, problems and errors.

1. Customer should appoint at least one Super User.

2. Websystems-Hosting may specify required specifications for Super User competencies, and advice of potential required training.

3. Super User should be the general contact person. Websystems-Hosting registers this specific user.

4. When a user identifies an issue in our services, the user first contacts its own Super User.
If the Super User cannot answer the inquiry he / she will contact Websystems-Hosting's support.
If Super User is not available, then the users contact the Websystems-Hosting's support.

5. Problems and errors should for optimal response be reported as below:

   • Via raising a ticket at your client-area login, from client.websystem-hosting.com

   • via email support@websystems-hosting.com (24/7) (If no access to the above.)

   • SMS via phone +47 46 950 996. (17-23 CET) (Escalations only, If no access to the above)

   Websystems-Hosting's support should log all inquiries, and will provide unique reference numbers, which then are used for all further communication.

6. Problems should be classified according to the priorities accepted by signing the contract between the Customer and Websystems-Hosting. We determine the priority level for each problem reported.
The SLA is based on a Guaranteed service availability level, as shown in the "Priority Response table" below.

7. If the inquiry can not be answered on the 1st line support within the agreed time limit for the current problem category, the matter should be escalated. The user should be notified via e-mail:

   • upon registration of a case;

   • in case of the escalation of an inquiry;

   • when the case is closed.

Priority response table: (Matrix)

Priority level	Contact	Hours	Critical error	Serious error	Not critical
High Impact,	Ticket/Mail/SMS	07-17	A	A	B
Medium Impact	Ticket/Mail/SMS	07-21	A	B	C
Low Impact	Ticket/Mail/SMS		B	C	D

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Priority response table: (Detailed)

Priority	Description	Response time and problem solving
Priority A Critical error (0% availability):	• Error that results in our services unavailability, data loss, or that several of our other service features that are critical for Customers are not available.	A solution of any errors reported and registered within the guaranteed Service time, will be started immediately. We will prepare and submit an action plan to the Customer, for any errors that cannot be resolved within 4 hours.
Priority B Serious error (40% availability)	• Errors that cause unavailability of some of our service functions that are important for Customers; and where it is time-consuming or very costly to use workarounds.	A solution of any errors reported and registered within the guaranteed Service time will be started immediately. We will prepare and submit an action plan to the Customer, for any errors that cannot be resolved within 8 hours.
Priority C Less serious error (80% availability)	• Error that causes unavailability or faulty operation of our individual service functions, but workaround exists.	We will decide whether the error correction should be included in the next version, or needs to be fixed in the next agreed system patch update.
Priority D - Downgraded error	Error that has little impact on Customer and optionally subjected to subsequent releases.	Mercell will decide whether the error should be corrected in later versions.

Malware and Anti-Virus vulnerability management, including Security Breaches in general.

Websystems-Hosting have in place processes to secure that your website are not infested with files from external uploads, but as none of the tools in the market are able to capture all potential warnings, we also have to rely on anyone that uses your website for you, to strongly secure, that they also have proper routines in place for uploading and downloading any files, to or from your website hosted with us.

If we do find any infested files will they by default be removed, and our CISO – Chief Information Security Officer will get in touch with the involved parties, to register and resolve this security breach.
(If it is an urgent upload failing to be available for your own customers, then please ensure this customer uses a proper threat removal before uploading the file, as the file being uploaded may have been removed as a threat.)

If there are any other Privacy or other Security Breaches occurring / reported, then our CISO will also deal with them, in order to secure that any sensitive areas are covered with the involved parties, and to ensure that the breach is being managed in a proper way for everyone, and according to our ISO 27001 processes.

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Securing optimal Data Quality of own data being registered inside your website.

Websystems-Hosting have in place several functional processes to make it easier for customers to do copy/paste of data in to your website, and through the forms we provide. While it makes life easier, we also expect customers to fully understand where this could harm the customers own data entries, if being used incorrectly.

The places where this is common to be used, is usually when HTML data is inserted into our forms, instead of being manually entered. If the data being pasted as HTML or as any software products formatting code, and it is being pasted into our system, where only clean text is expected, it means that the data will not be able to be used according to it's intentional purposes.

The consequence of submitting 'bad data' into the customers own records, means that anyone using these data at a later point in time, will also be receiving the look and feel of the 'bad data'.

So, if any customers are in doubt, if their pasting of their data could be harmful, we would recommend that the customers either check with their local IT, or contact our customer support staff, before any data is being pasted.

Following this guideline, will help all customers to secure a high degree of data quality
throughout your website processes, all the way from the customers data sources,
and to any reused other destinations, as decided by the customer.

Physical security and Privacy:
We are using processes according to ISO 27001 as well as EU GDPR processes to ensure compliance,
and to secure that your hosting with us is managed according to these standards and regulations.

Please read these documents in addition to our SLA:

- *Websystems-Hosting.com Privacy overview v1.00.pdf*

Availability:
We are using a Hosting Partner located in NL within EU/EEC for this purpose, where all of our major data-processing is managed through them, according to their own security and compliance standards.

Disaster recovery:
Websystems-Hosting have in place business continuity plans, ensuring potential restoration of your website services with close to normal operation, which consists of appropriate:

- Backup policies and procedures (Retention days for our offsite storage is 7 days)

- Recovery procedures, tested and approved

In the case of disaster incidents occur, the following expectations shall apply:
- Data loss should not exceed more than maximum 8 hours,
  due to nightly backups of your website.
- Our hosting services outage should not exceed 24 hours.

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Confidentiality:
We have a Partnership between www.Websystems-Hosting.com, (which provides the hosting services),
and with www.Websystems.Design.com, residing in India that does all the development and support.
They have all therefore signed our standard developer NDA – Non Disclosure Agreement between us and them,
which regulates this for all our hosting and development services customers. None of them can develop or
access anything in our systems, without such an NDA, and without proper compliance to the relevant ISO
27001 controls, as well as the expected EU GDPR compliance regulations.

Integrity:
All our development include processes for the following key requirements:
- Security by design, We ensure that the developed solutions will adhere to ISO 27001
- Privacy by design, we ensure that the developed solution will adhere to EU GDPR
- As well as any other relevant policies to secure other legal integrity requirements.

Security Classification:
This document is confidential between Websystem-Hosting.com and it's customers and partners.

Version control:

Version	Change description:	Changed by:	Approved:
v1.00	First version of our standard SLA	CEO – Jan Ove Berg	CEO – 06.APR.2018
This document is only handed out during a customer proposal process, and should be treated confidential.			

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