



Reclaim Hosting

End-User Support Service Level Agreement

This Reclaim Hosting Service Level Agreement (SLA) applies to all users of the State University Domain of One's Own environment.

As used herein, the term "Web Services Availability" means the percentage of a particular month that the content of client's web service is available for access by third parties via HTTP and HTTPS, as measured by Reclaim Hosting.

End-Users can expect a reply (at minimum) from Reclaim Hosting support within an hour during business hours, and within 24-hours during weekends and recognized holidays.

Service Level

Reclaim Hosting's goal is to achieve a minimum of 99.9% Web Service Availability for all end-users.

Remedy:

Subject to the *Exceptions* section below, if the Web Service Availability of State University's web service is less than 99.9%, Reclaim Hosting will issue service credit days to State University in accordance with the following schedule, with the credit being calculated on the basis of one month's hosting costs for the affected Services:

Web Service Availability Credit Percentage:

Monthly Uptime Percentage	Days of Service added to the end of the Service term (or monetary credit equal to the value of days of service for monthly postpay billing customers), at no charge to Customer
< 99.9% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15

Credit remedies do not apply to monthly fees charged for support of applications. Refer to *Credit Request and Payment Procedures* section below for more information on receiving Credit.

Exceptions

State U shall not receive any credits under this SLA in connection with any failure or deficiency of Web Service Availability caused by or associated with:

- circumstances beyond Reclaim Hosting's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics or free scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of this SLA;
- failure of access circuits to the Reclaim Hosting network, unless such failure is caused solely by Reclaim Hosting;
- scheduled maintenance and emergency maintenance and upgrades;
- DNS issues outside the direct control of Reclaim Hosting;
- issues with FTP , POP , IMAP or SMTP client access;
- false SLA breaches reported as a result of outages or errors of any Reclaim Hosting measurement system;
- client's acts or omissions (or acts or omissions of others engaged or authorized by client), including, without limitation,
- custom scripting or coding (e.g., CGI, Perl, HTML, ASP, etc), any negligence, willful misconduct, or use of the services in
- breach of Reclaim Hosting's Acceptable Use Policy;
- e-mail or webmail delivery and transmission;
- DNS (Domain Name Server) Propagation;
- outages elsewhere on the Internet that hinder access to your account. Reclaim Hosting is not responsible for browser or DNS;
- caching that may make your site appear inaccessible when others can still access it. Reclaim Hosting will guarantee only those areas considered under the control of or contract by Reclaim Hosting: Reclaim Hosting server links to the Internet, Reclaim Hosting's routers, and Reclaim Hosting's servers.

Problem escalation

Tier 1 problem reports (end user issues such as student and faculty inquiries) will be funneled through a defined support contact form and handled by Reclaim Hosting support.

Tier 2 reports (questions about the operation of supported services, reports of software bugs, requests for feature additions, etc.) will be submitted to Reclaim Hosting via email.

All emergency reports concerning web service availability, outages or other conditions that broadly affect the client's services shall be reported by email.

All Tier 2 and Emergency reports will be submitted by State U employees to support@reclaimhosting.com. Email reports flow immediately into Reclaim Hosting's support channel and will be confirmed by return email. In the event that the client's services are inaccessible for a period of more than four (4) hours during operational business hours, Reclaim Hosting will arrange for a conference call with client staff members to discuss the situation and plan for recovery. Reclaim Hosting will additionally be available within 6 hours during operational business hours following any outage for a conference call to debrief and discuss next steps.

Reclaim Hosting will also communicate known incidents at status.reclaimhosting.com.

Support Scenarios Included in Tier 1 Level Support:

- Account Issues
 - Resetting passwords
 - Troubleshooting logins
 - Disk quotas (will need a policy from State U on this)
- Applications
 - Common configuration issues (Imagemagick path in Omeka, WordPress homepage setting, and other documented configuration issues)
 - Fixing file permissions
 - Troubleshooting common issues (such as a 404 or 501 errors)
 - PHP configuration
- Domains
 - Creating/Removing Subdomains and Addon Domains
 - Creating/Removing redirects
 - Adding/Removing/Editing DNS Zone records
- Installatron
 - Installing new applications
 - Installation errors
 - Backup and Restore
 - Cloning
- File Management
 - File Manager issues
 - Troubleshooting and assisting with directory structures
- FTP
 - Creating and removing additional FTP accounts
 - Connecting to an FTP client
 - Password resets
 - Troubleshooting connection issues
- Database Management
 - Adding/Removing Databases and Database Users

- Troubleshooting database connection issues
- Email
 - Creating/Suspending/Deleting an email account or forwarder
 - Changing an email account password or quota
 - Logging in to Webmail
- SSL
 - Provisioning an SSL certificate
 - Ensuring a site loads properly of HTTPS
- SSH
 - Connecting to an SSH client
 - Adding/Removing SSH keys
- Site Restoration from Backups

Support Scenarios Not Included in Tier 1 Level Support:

- Account Creation/Removal
- Email
 - Configuring third party email clients
 - Troubleshooting email delivery
- Advanced Scripting Issues: Perl, Ruby, Python, and Node.JS
- Application/Plugin consultation (For ex: “Should I use Omeka or WordPress?”)
- Advanced application configuration, optimization or web design/development requests
- Installing/Configuring Software outside of Installatron
- Malware Removal & Preventative Maintenance
- Site Migrations into DoOO

Backups

Reclaim Hosting is pleased to offer JetBackup, an automated backup solution that will capture a copy of all files and databases every night and give you the power to restore them at a granular level directly from the admin console. Backups are stored on an off-site server for security and peace of mind. Here’s how it works:

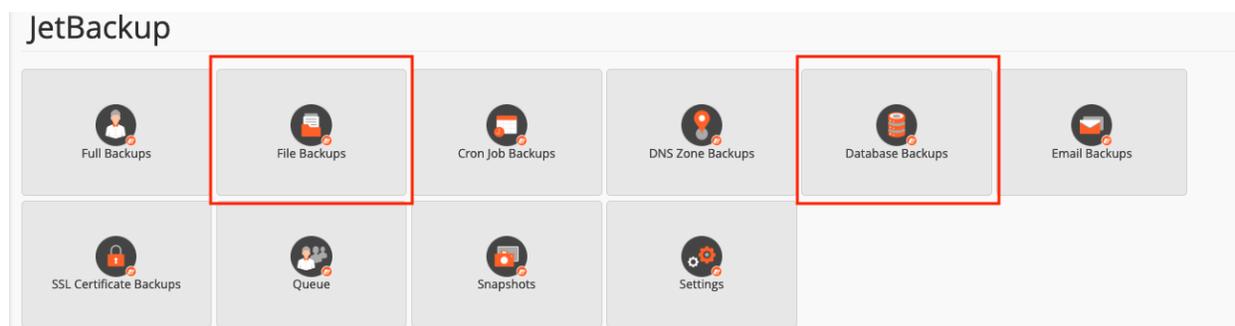


Within the JetBackup Manager, you will find several backups available to choose from. By default we store 3 daily backups, 2 weekly backups, and 2 monthly backups, but we can set this higher based on backup storage quotas and needs. You can choose to either browse the folders within a particular backup to select

JetBackup	
Search	
Creation Date ▼	Size
Tue, Mar 12, 2019, 3:12 AM	-
Mon, Mar 11, 2019, 5:53 AM	-
Sun, Mar 10, 2019, 12:54 AM	-
Fri, Mar 1, 2019, 11:43 PM	-

specific content, browse your databases, download a full copy of the backup, or in extreme circumstances you can push a restoration of the entire backup back to your hosting account to revert every change that was made since the backup was created.

When browsing the contents of a backup you can granularly select specific files and folders that you want to recover. From the top menu you will have the option of either downloading a backup of the selected items, or restore those items back to your hosting account which will automatically push the items right back to your account and bring them online.



Maintenance

Reclaim Hosting's support and maintenance services will provide ongoing support in the form of troubleshooting and resolving any issues that arise over the life of the contract in regards to the server's performance and the application(s) running thereon. We will also ensure that your hardware and software is regularly updated and patched to guarantee consistent performance. All updates and patches will be performed on the development server and pushed to production once it is established there are no issues or conflicts. Storage will be monitored, and we will be responsible for mitigating against Denial of Service Attacks and other potential threats to the server's uptime.

Reclaim Hosting provides full SSH/Secure FTP access to private servers in our virtual cloud as well as out-of-band console access for remote recovery. Additional project managers can be provided with secure access to resources and Reclaim Hosting will support a cooperative agreement to provide full access to the server operating system and software layer to the extent the client wishes to troubleshoot and manage their instance.

Security and Quality Assurance

In order to ensure the highest assurance of quality service, we maintain our servers at secure, SOC2 compliant, industry-leading data centers in the U.S. with a 40Gb redundant network

backbone. We conduct regular scans for system irregularities, data corruption and infected files. Our servers are configured to automatically update all web applications installed through our script installer nightly as well as WordPress plugins and themes while taking a backup in case of failure to ensure up-to-date code. Finally, we administer nightly off-site backups of all of your content in the advent of data loss that is maintained for 30 days.

Credit Request and Payment Procedures:

In order to receive a credit, client must make a request by sending an email message to support@reclaimhosting.com. Each request in connection with this SLA must include client's name and the dates and times of the unavailability of client's web service and must be received by Reclaim Hosting within ten (10) business days after client's web service was not available. If the unavailability is confirmed by Reclaim Hosting, credits will be applied within two billing cycles after Reclaim Hosting's receipt of client's credit request.

Notwithstanding anything to the contrary herein, the total amount credited to client in a particular month under this SLA shall not exceed the total hosting fee paid by client for such month for the affected services. Credits are exclusive of any applicable taxes charged to client or collected by Reclaim Hosting and are client's sole and exclusive remedy with respect to any failure or deficiency in the Web Service Availability of client's web services.