

COVERED SERVICES - VPS AND SHARED HOSTING ACCOUNTS

As part of our commitment to superior customer service, the following services are covered as part of our standard Service Level Agreement (SLA) to all Customers. Please refer to the Mosaic Data Services SLA to determine response and resolutions times based on the issue and its severity / impact.

*Covered services include:

- Operating System Support
 - Windows Server setup / updates
 - Linux CentOS setup / updates
- Web Server Issues
 - Any module or service stops or fails
 - Restart failed services
 - Web server setup / updates
- FTP Server Issues
 - Quota issues
 - File uploads do not work
 - Port blocking
 - Transfer issues (0Kb Uploads)
- Web Server Security
 - Firewall configuration issue
 - Firewall blocking an IP address
- Internal Server Migrations
 - Migrations are only covered when moving between MDS servers
- Control Panel Issues
 - cPanel setup / updates
 - Hsphere setup / updates
- Mail Server Issues
 - Quota issues
 - Spam Filter setup / updates
- Database Server
 - Internal connection issues
 - Enable remote database connections
 - Database server setup / updates
- Quota Issues
 - Quota exceeded
 - Quota not reporting correctly
- DNS Management Issues
 - Name server setup / updates
 - Configuration issue resolution
- Domain Management
 - Purchase / renew domain name
- Datacenter Routing / Network
 - MDS networking or routing issues
 - MDS storage performance issues
- Backup Services
 - Image backup setup / updates
 - Image backup retention /rotation

Anything not addressed as a Covered Service above would be considered outside the scope of our standard Service Level Agreement. Service not covered by our standard Service Level Agreement would require that the Customer sign a Work Authorization form and the service would be billed at the agreed upon rate.

MOSAIC BUSINESS HOURS:

MOSAIC NORMAL BUSINESS HOURS – 9am to 5pm M – F excluding Federal Holidays

MOSAIC AFTER HOURS – 6pm to 9am M – F, Weekends

MOSAIC HOLIDAY HOURS – All Federal Holidays

*Covered services are subject to change at any time without notice.