Hosting Service Level Agreement

Last updated 24th April 2020

The Hosting Service Level Agreement or "SLA" covers all Burger Digital Hosting Clients in the event of unplanned outages and downtime.

The SLA covers only the **current** cumulative calendar month where the breach(es) occur(s).

cPanel "Shared" Hosting Server accounts

SLA 99.5% **Monthly:** 3h 39m 8s

Dedicated VPS instances (Standard Availability)

SLA 99.9% **Monthly:** 43m 49s

Dedicated VPS instances (High Availability)

SLA 99.99% - **Monthly:** 4m 22s

1x SLA amount (cumulative) 25% credit applied to the following month of hosting.
2x SLA amount (cumulative) 50% credit applied to the following month of hosting.
3x SLA amount (cumulative) 75% credit applied to the following month of hosting.
4x SLA amount (cumulative) 100% credit applied to the following month of hosting.

Examples of items that are not covered in the Burger Digital Hosting SLA terms:

- Planned outages. e.g Vital patches, migrations, reboots and other required outages.
- Software bugs and issues in the server stack (Centos / LiteSpeed / MySQL etc)
- Outside Issues caused by 3rd party software, networking, and security vendors.
- Networking incapacitations e.g Telecommunications and external network faults.
- Denial of Service Attacks – The Hosting Service Provider provides industry standard DDOS mitigations and appliances upstream of our servers. BitNinja also has DDOS controls.
- SLA Breaches reported by third party monitoring services belonging to the Customer.
- Force Majeure events

Fireworks Websites t/as Burger Digital reserve the right to update the terms of this agreement by way of publishing this document on the Burger Digital Website.

 All SLA credits are to be requested in writing to support@burgerdigital.com.au **before the end of the calendar month that the SLA has been breached** otherwise they shall be deemed acceptable by the client.