

SERVICE LEVEL AGREEMENT

FOR SYSTEM ADMINISTRATION, SECURITY
PACKAGES AND SERVER MANAGEMENT
PLANS

Geeks4Help.com Service Level Agreement

FOR SYSTEM ADMINISTRATION, SECURITY PACKAGE AND SERVER ADMINISTRATION PLANS

INTRODUCTION

Geeks4help.com offers system administration service to their clients to help them by taking the hassle out of the functioning of their servers.

THIS DOCUMENT

This document may not be the most current version of the service level agreement for Geeks4help.com. If you have any doubt this document is not current, please contact sales@geeks4help.com to obtain the most recent version.

KEY TIME COMPONENTS

	Response Time	Resolution Time
Time to respond to critical system related situations	30 Minutes to 1 day	1 hour to 2 days
Time to respond to normal requests	6 hrs – 2 days	8 hrs -7 days
Contract Term	Till the completion of work agreed upon as notified by Geeks4Help.com	Not Applicable

APPROPRIATE ACCESS RIGHTS

Geeks4Help.com require administrative (super user, root, administrator) access to your servers in order to provide system administration service. Geeks4Help.com should be authorized to contact the data center personnel responsible for hardware maintenance and technical support. If this is not possible, you should contact them on our behalf whenever such a contact is deemed necessary.

Without the appropriate access rights – administrative access and authority to contact the appropriate data center personnel – Geeks4Help.com cannot provide its services.

AVAILABILITY OF ACCESS

Certain conditions may happen, like unavailability of internet, DOS attacks, virus attacks, high data traffic, etc., which will prohibit Geeks4Help.com from working on your server to provide the agreed services

COMPENSATION LIMITS

If something goes wrong due to the service performed or if the service couldn't be performed for some reason, Geeks4Help.com will only compensate to an amount equal to the fees paid for the work or the current month's fee in case of the subscription plans.

RESPONSE TIME VS RESOLUTION TIME

Response time is the time it takes to return contact to you and start working on the resolution of the issue. Resolution time is the date and time a given problem is resolved.

SYSTEM DOWNTIME

Any server is composed of hardware, software and connectivity. Geeks4Help.com is only responsible for software level operation of the servers it is contracted to manage. You should notify us if the system/network is experiencing downtime. Also Geeks4Help.com cannot be held responsible for any downtime caused by third parties including the clients.

COMPENSATION LEVELS

Item	Compensation percentage
Failure to respond to a critical issue within the specified time limits during the subscription period	25% of the customer's total monthly bill for each time block (limit one per incident) past due and the total compensation not exceeding the customer's monthly bill.
Failure to respond to non critical issue within the specified time limits during the subscription period	5% of the customer's monthly bill for each business day past due and the total compensation not exceeding the customer's monthly bill.
Failure to apply the available security patch without a valid reason within the subscription period	25% of the customer's monthly bill for each business day past due and the total compensation not exceeding the customer's monthly bill.
System downtime caused by Geeks4Help.com or its employees while working on the contracted service	5% of the customer's monthly bill for each block of 60 contiguous minutes of downtime and the total compensation not exceeding the customer's monthly bill.

BILLING POLICIES

Invoice will be generated during the first week of each month and payment will be due in 5 business days after the invoice is sent to the customers. If you have any questions regarding the billing, please contact sales@geeks4help.com.

CONTRACT TIME

Contract time varies depending on the plan you have subscribed. Sales department will notify you about the contract term at the time of signing of contract. If not, please send a mail to sales@geeks4help.com to get the relevant information.

CONTACTING SUPPORT

For critical Issues: Send email to urgent@geeks4help.com and also leave a message in our voicemail using US Toll free number 1-877-521-5777.

For non-critical issues, please send a mail to support@geeks4help.com. If you don't get any response for 24 hours, leave a message in the voicemail using US Toll free number 1-877-521-5777. Please note that if you leave a message before 24 hours after sending the mail or after you get a reply from our geeks, you will be charged at the rate of 10 cents per minute.

CONTACT INFORMATION

Postal Address:

Geeks4Help
Server Management Division of Rishidot Solutions
E 204, Vasanth Vihar Complex
I Cross West Extn
Thillai Nagar
Tiruchirapalli, TN 620018
India

FAX Number: +1 (815) 425-4996

Voicemail: +1 (877) 521-5777 (Toll Free from number in United States)

Sales Email: sales@geeks4help.com

Support Email: support@geeks4help.com

Urgent Issues Email: urgent@geeks4help.com

Customer Service: info@geeks4help.com