

Service Level Agreement



Contact Hours

You can contact Level 5 Websites Ltd during normal working hours (Monday to Friday, 9am – 5pm) by Email, Telephone or Skype.

For certain projects and maintenance packages, contact may be extended via a mobile number in case of emergencies.

Email Response Times

During working hours you can expect a response within 1 hour, but we guarantee to respond within 24 hours in other circumstances.

Website Hosting Service Level

In the circumstance you are using our website hosting services, Level 5 Websites Ltd endeavours to have network connectivity available by third parties 99.8% of the time.

Website Application and Design

Level 5 Websites Ltd will ensure your website application or website design is W3C compliant and has a reduced or nil HTML errors. We will ensure the application or website will display in the correct format on multiple browsers.

Backups

If your website is hosted on a server provided by Level 5 Websites Ltd, we will do a regular backup off site. Any other backups are to be done dependent on the maintenance contract, or at your own expense. We will however provide any backups on your request if available.

Meetings

During any development process, the team involved in the project will have regular meetings to discuss current status and future milestones.

Development Server

On any development of an application or website design, dedicated hosting will be provided at no cost to allow the client to view the work and its progress. The hosting will be provided by Level 5 Websites Ltd and a domain/website address shall be provided.

Resources

All resources sent by the client in regards to development/design work shall be shared to staff with the intranet, and a secure online system.



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Project Management

We at Level 5 Websites Ltd understand project management is a critical aspect to any bespoke system. We will ensure all technical specifications are shared with the client, and provide a project management tool if required.

Escalation

If you feel at any time that your needs are not being dealt with appropriately, you are free to escalate any issues or concerns using our contact details provided below.

Last Reviewed: 18th December 2010

Contacting us

<http://www.level5websites.com>

Lynton & Co, Matrix Business Centre-Mistral House Victoria Road

Dartford, Kent DA1 5AJ

United Kingdom

info@level5websites.com

Telephone: 020 8133 0362

