

The Carolina's Best Source for Domain Hosting & Web Design



## MANAGED WEB HOSTING SLA HELPDESK SCOPE OF SUPPORT (SoS)

### *Support Mission*

HostingNC.com strives for no less than 100% server uptime and Web Service accessibility to the Customer anywhere in the world, 100% of the time. Each new Managed Web Hosting account is credited with **10 Hours** per year of SLA (Service Level Agreement – See the "[HNC Hosting SLA](#)") related support time to be used at the Customer's discretion, within the scope defined herein. The Helpdesk Support Team makes material efforts to respond to all Web Hosting Customer contacts 24x7x365 and to ensure the Helpdesk is available 24x7x365 to support Managed Web Hosting Customer SLA related support, and tracked via our trouble ticketing system. A ticket is issued for each instance of Helpdesk support, whether the Customer contacts us via the Internet, Live Chat, Email, or phone.

### *Support Scope*

The Company is committed to the following SLA Support Scope:

- Response Based on the Priority Assigned by the Customer
- Add Domain
- Add Sub-Domain
- Add/Manage Customer cPanel Account(s)
- Add POP3 Email Account
- Add FTP Access Account
- Add Web Directory Account
- Add MySQL Database, Run SQL Script
- Add SSH Account
- Add SSL or Dedicated Server
- Add SSI Extensions
- Add or Modify DNS Records (Host A, MX, redirects, etc.)
- Troubleshooting and Diagnostics of Client-Side Web Service Related Issues
- Troubleshooting and Diagnostics of Server-Side Web Service Related Issues
- Troubleshooting and Diagnostics of any software or web application provided by HostingNC.com
- POP/SMTP Email Client Setup Support: Outlook, Outlook Express, Eudora, Thunderbird
- Webmail Email Client Setup Support: Squirrelmail, Horde, RoundCube, Gmail
- Remote Control and Screen Sharing Sessions (As determined by Helpdesk technician and Customer)
- Escalation to Systems Administration, Billing and Sales departments as needed

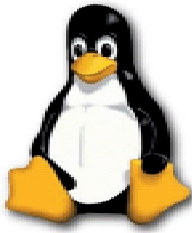
Examples of Services and Support **Not** Included in the Helpdesk Scope of Support:

- Backup/Restoration
- Operating System Reinstallation
- High-End Software/Database Configuration
- Database Programming
- Troubleshooting or assisting with software or services classified by HostingNC.com as "beta"
- Programming/Customization or technical assistance with any COTS, proprietary or third-party software
- Networking, LAN, IT Infrastructure Support
- Technical Training
- Administrative Consulting Services
- Troubleshooting of Workstation Hardware, Peripherals, etc.

*Note: Items listed above that are Not Included in the Helpdesk Scope of Support, are additional Professional Services provided by HostingNC.com.*

*Customers with their own servers may also purchase a stand-alone Helpdesk Support SLA, either for their own Helpdesk, or directly for the Customers' end-users. In contrast with Helpdesk support for Web Hosting Customers, dedicated, virtual, and remotely maintained servers are not included under Helpdesk Scope of Support; these Professional Services must also be purchased separately. Please contact us for more information or for a free quote.*

HostingNC.com :: Proudly Serving the Carolinas!  
Clayton | Garner | Goldsboro | Greensboro | Raleigh | RTP | Smithfield  
Clayton: (919) 747-3053 :: Smithfield: (919) 300-1772 :: Fax: (309) 409-4693  
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### ***Responsiveness Guarantee***

A Response is defined as the acceptance of the trouble ticket, and a reply to it. An acceptable response may include escalating the ticket to another person or department without 24x7 availability, and with the experience, skills or authority to more efficiently resolve the ticket for the Customer. Responses are tracked and measured by the Helpdesk ticketing system, and may be reviewed by the Customer directly through the online Helpdesk. At the time the Helpdesk request is made, we request that customers identify the priority of the issue on a scale of Low, Medium, High, Urgent, Emergency and Critical. HostingNC.com responds to tickets based on their priority, and depends on Customers' accurate assessments, where generally the priorities correspond:

- **Low:** Please respond **within 5 days**; there is no work slow-down associated with the issue
- **Medium:** Please respond **within 2 days**; there may be a work slow-down caused by the issue
- **High:** Please respond **within 24 hours**; one person may be experiencing a work slow-down
- **Urgent:** Please respond **within 8 hours**; one person's work is stopped, or a group may be slowed
- **Emergency:** Respond **within 4 hours**; group's work may be stopped, or a company's may be slowed
- **Critical:** Respond **within 1 hour**; a company's work is stopped due to an issue

If it may not be clear to the Support technician why a Helpdesk ticket has the priority that you've assigned it, please provide an explanation as to why you've assigned the priority in the ticket body. For new customers transitioning from problem Web Hosts, please contact us directly so that we may coordinate an emergency response, if needed. The HostingNC.com Support team assumes the ticket priority is based on issues directly within the control of HostingNC.com to impact and resolve the issue. Ticket priority is assigned by the Customer, and ultimately determined by the HostingNC.com Support team, at its sole discretion. Tickets of the same Priority are processed in a FIFO (first in - first out) fashion.

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