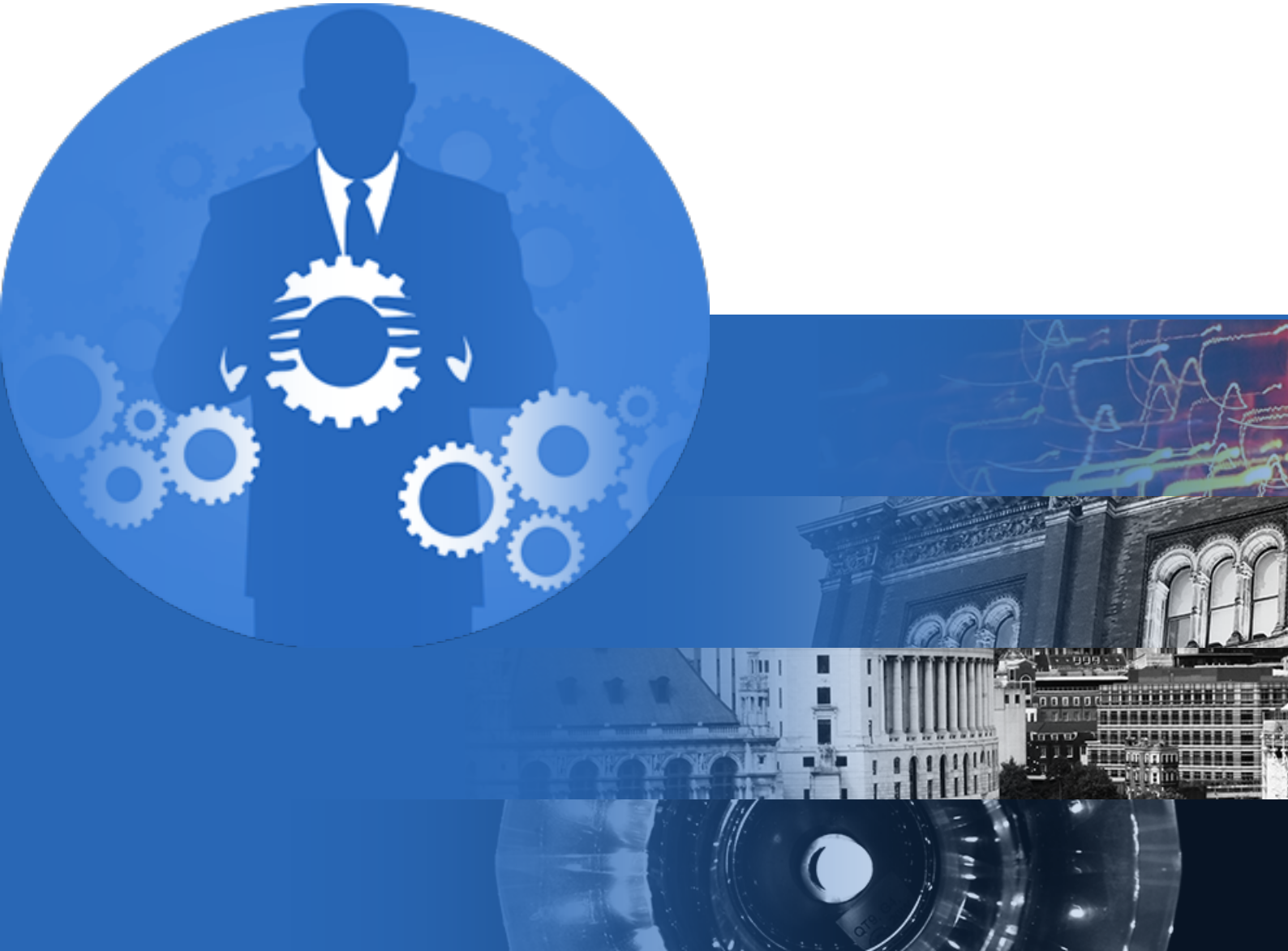
datacenta
SECURE HOSTING

DNS Hosting

Service Definition



Service Overview

DNS Hosting from Datacenta is a service whereby customers' domain name configurations are held on our primary and two secondary nameservers, in order for them to be accessed by the public. Datacenta is also able to register domain names on behalf of the customer. Standard features of this service include control over SOA, individual TTL control, TXT, and SRV records, E-mail forwarding and URL forwarding, support for Dynamic DNS, and local caching.

Information Assurance

Datacenta is certified against the ISO 27001 Standard for Information Security. Furthermore, Datacenta is able to deliver this service, whilst ensuring the protection of data that can be classed as 'Official' or 'Secret' - as defined within the Government Security Classifications that came into force on 2/4/2014.

Data Restoration/Backup/Restore and Disaster Recovery

Datacenta has two hosting facilities in the UK. Our primary centre is in Bournemouth, our DR facility is some 12 miles distant - also in Dorset. Data never exits the UK. A dedicated fibre circuit interconnects the sites. Our systems and services are backed up both locally and remotely.

On-boarding and Off-boarding

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate his service he will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge. However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will Datacenta purge and destroy all customer data related to the service.

Pricing

The cost of this service is £20 per domain per annum, and is billed on an annual basis. However, this fee is waived if the domain is registered through Datacenta.

Service Management

By assigning to the customer a specific, named support engineer, we are able to ensure that he/she builds a deep knowledge of the service, as well as understanding how important each component of the service is to the success of the customer's business. These forward-facing engineers work hard to ensure that they gain that knowledge. Without understanding this, the provider cannot effectively prevent customers from facing problems.

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Our engineers are intent on providing customers with what they need in an efficient manner. If the assigned engineer does not know the solution to a problem, he/she will ask a colleague who does. Our engineers do not pass the problem on to somebody else, and then assume that it has been resolved. The customer's nominated engineer remains involved throughout any restoration processes, thus acquiring relevant knowledge. This allows the engineer to becoming ever-increasingly able to help during the initial call, should the issue be seen again.

Essential to our culture of a 'people-centric service', we insist that the engineer who started the support dialogue (by taking the call or picking up the email/SMS) maintains the position of sole contact with that customer. The dialogue will end when the customer is completely satisfied that the issue has been fully resolved.

Service Constraints

Scheduled maintenance will be carried out in agreement with the customer, of which notification will be given 14 days in advance. However, in the case of emergency maintenance, the customer will be informed as soon as the issue/problem has been detected.

Service Levels

Datacenta's hosting facility meets the requirements of both the Uptime Institute's 'Tier 3' band, and the Telecommunications Industry Association's TIA 942 standard. When delivering services, Datacenta customarily contracts to provide an Availability level of 99.99%, measured on a monthly basis. The minimum percentage of availability that Datacenta contracts for is 99.982%, however, the typical level of availability that Datacenta provides is 100%. Support hours run from 07:00-19:00 Monday to Friday.

Financial Recompense Model

Datacenta offers service credits to customers who have suffered a serious loss of service. This is always negotiated with the customer on a case-by-case basis.

Training

No formal training is offered for this particular service. However, Datacenta engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

Ordering and Invoicing Process

Datacenta bills its services either on a one-off or re-occurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. This date is the day preceding the commencement of the service (i.e. if the service commenced on the 20th of the month, the invoice will be sent on the 19th. Our terms are 14 days.

Termination Process

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.

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