

**SERVER HOSTING:**

**TECHNICIANS & SUPPORT**

All critical systems (UPS, air conditioning, temperature ranges, managed servers etc.) are monitored 24/7/365. All servers in our Data Centres are installed and monitored by qualified technicians, minimizing the risk of error or failure.

Service requests may be communicated with our office or IT Engineer who will take the necessary steps in satisfying the request. In such event a call-out fee and hourly fee will apply.

In the event of Service Failure, we endeavor to resolve the issue within 24 hours, subject to Service Level Agreement in place.

