Hosting Service Agreement for NP Ecommerce Magento 1

SHARED E-COMMERCE HOSTING

This Hosting Service Agreement is only for customers who ordered e-commerce hosting for Magento 1 web stores from NaviPartner. The term "uptime" describes the percentage of a specific month (based on a day + night (24-hours) multiplied with the number of days in the specific month) when the content of the website is available for a third party to enter via HTTP and HTTPS.

UPTIME

NaviPartner's clear ambition is to have a 100% uptime. The guaranteed uptime for our customers is 99%.

DESCRIPTION OF THE OPERATING ENVIRONMENT

NaviPartner's operating environment is placed in a data center operated by GlobalConnect. This means, that GlobalConnect is responsible for premises, electricity, cooling and internet connection. NaviPartner owns and is responsible for all servers and network gear placed in our closed server racks at GlobalConnect. The data center has the following address: GlobalConnect A/S, Hørskætten 3, 2630 Taastrup.

NaviPartner's solution concept (operating environment) consists of:

- Clustered firewalls
- Clustered load balancers
- More web frontend servers
- More CDN servers (image servers)
- Clustered MySQL servers

If the customers' actions are directly responsible for the experienced downtime, or other actions that occurs as a consequence of factors unrelated to NaviPartner, it is not considered downtime. The measurement of downtime starts from the moment NaviPartner obtains knowledge about the error, and right until normal service is re-established. If a customer chooses to postpone debugging/error correction, it is not considered as downtime.

Operating disturbance* on the internet resulting in error to establish connection between customer and the operating environment is not considered as downtime.

RESPONSE TIME

In the case of breakdowns due to errors in the Data center, NaviPartner is obliged to start correcting the error within 30 minutes after the error has occurred. NaviPartner will notify the customer as soon as the system is operating again. Through remote control, NaviPartner can troubleshoot all the servers. All critical services and servers are monitored and in case of service errors /irregularities/operating disturbances, the system will inform the responsible staff immediately. The datacenter and services are monitoring 24-hours a day, 365-days a year.

SERVICE WINDOWS

If possible, service windows are agreed upon beforehand. Should critical problems occur, NaviPartner is allowed to perform maintenance work on the servers beyond the agreed service windows.

BACKUP PROCEDURE

Daily backups of the following elements are scheduled daily to the onsite backup server. The copy is available onsite for seven days. Besides that, daily backups are performed to the offsite server, where the copy is available for thirty days.

- MySQL databases
- Images
- Images of webservers

The web store code is version controlled via SVN (CloudForge) and in charge of backup.

TECHNICAL SPECIFICATIONS OF THE OPERATING ENVIRONMENT

All servers use disk mirroring in either raid1, raid5 or raid10. This means that there will be no data loss and no downtime if one disk breaks down.
Web servers are set up behind load balancers that distributes connections among the servers*. This means, that one or more web servers can shut down without the web site experiencing downtime.

All critical servers used in the operating environment are under hardware warranty on a 4-hours onsite from the supplier.

The operating environment is connected to the internet through a redundant firewall and a redundant internet connection.

SPECIFICATION OF THE DATA CENTER (GLOBALCONNECT)

The data center is a tier 2-standard, which provides a theoretical uptime of 99,741%.
The data center has the following facilities:

- Staffed guard from the control center
- Redundant diesel generators
- Redundant UPS
- Redundant power supply for each rack/footprint
- Redundant outdoor refrigerating plant
- Redundant indoor refrigerating units
- Alarms, access control and video surveillance
- On-call service from in-house technicians
- On-call service from technical sub suppliers
- Safety zones with alarms and access with key cards and passwords
- All entries are logged
- Fire protection, fire and smoke alarms, ion detectors
- Fire extinguishing with gas.

MAINTENANCE RESPONSIBILITY

NaviPartner is under obligation to follow the required backup procedures as well as exercise the necessary attention for the customer's data. The parties write off any responsibility for indirect loss or consequential damage such as operating loss, lost profit and loss of interest. NaviPartner's liability for damages is under all circumstances limited to the *latest yearly service-amount paid by the customer.

NON-DISCLOSURE AGREEMENT

NaviPartner solemnly declares not to tell or in any other way pass on information to third parties regarding the customer's financial records or parts of financial records. All typed in and calculated data are property of the customer and can be commissioned at any given time from NaviPartner on a data medium which is forwarded with 5 days' notice for the price of DKK 3.500,-.

CONTACT OPTIONS AT NAVIPARTNER

NaviPartner's operational support: +45 7022 0322. Contact to operational support is free of charge.