

BITNET Hosting Service Level Agreement

1. PRE-AMBLE

- a. BITNET is a division of BrothersIT.
- b. Our hosting for domains, websites and related services is structured as follows:

2. FEES

- a. Please choose from one of the following:

<input type="radio"/> Windows Pro Package	X	R250 including VAT	
<input type="radio"/> Windows Standard Package	X	R150 including VAT	
<input type="radio"/> Linux Copper Package	X	R99 including VAT	
<input type="radio"/> Linux Bronze Package	X	R149 including VAT	
<input type="radio"/> Linux Silver Package	X	R199 including VAT	
<input type="radio"/> Linux Gold Package	X	R249 including VAT	
The total monthly fee for the hosting service			Total

- b. An initiation fee of **one month in advance** will initiate this contract, and serves as a "refundable deposit" should the client move their service to another provider within the cancellation period

3. HOSTING PACKAGES

- a. Windows Pro Package:
 - i. 10GB maximum size database, with a maximum of 2 SQL Express databases
 - ii. Up to 25 mailboxes, with a total of 20GB of storage space for the mailboxes
 - iii. 500GB bandwidth per month – subject to reasonable and responsible usage
 - iv. Total disk space for the package of 25GB
 - v. 5 Domains

- b. Windows Standard Package:
 - i. 10GB maximum size database, with a maximum of 1 SQL Express database
 - ii. Up to 15 mailboxes, with a total of 10GB of storage space for the mailboxes
 - iii. 300GB bandwidth per month – subject to reasonable and responsible usage
 - iv. Total disk space for the package of 15GB
 - v. 3 Domains

- c. Linux Copper Package:
 - i. Maximum of 2 MySQL database
 - ii. Up to 10 mailboxes,
 - iii. 200GB bandwidth per month – subject to reasonable and responsible usage
 - iv. Total disk space for the package of 10GB
 - v. 2 Domains

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3. HOSTING PACKAGES CONTINUED

- d. **Linux Bronze Package:**
 - i. Maximum of 3 MySQL database
 - ii. Up to 15 mailboxes,
 - iii. 300GB bandwidth per month – subject to reasonable and responsible usage
 - iv. Total disk space for the package of 15GB
 - v. 3 Domains

- e. **Linux Silver Package:**
 - i. Maximum of 4 MySQL database
 - ii. Up to 20 mailboxes,
 - iii. 400GB bandwidth per month – subject to reasonable and responsible usage
 - iv. Total disk space for the package of 20GB
 - v. 4 Domains

- f. **Linux Gold Package:**
 - i. Maximum of 5 MySQL database
 - ii. Up to 25 mailboxes,
 - iii. 500GB bandwidth per month – subject to reasonable and responsible usage
 - iv. Total disk space for the package of 25GB
 - v. 5 Domains

4. ACCESS AND SECURITY OF YOUR INFORMATION

a. ALL HOSTING PACKAGES INCLUDE	CLIENTS CAN ACCESS THESE VARIOUS SERVICES AS FOLLOWS:
i. FTP Details	ftp.domainname.co.za using your basic credentials that are sent to you upon account creation
ii. Incoming Mail Servers	mail.domainname.co.za on port 110 for POP connections or port 143 for IMAP
iii. Outgoing Mail servers	mail.domainname.co.za on port 25 for SMTP
iv. Control Panel Access	www.domainname.co.za/cpanel OR cpanel.domainname.co.za
v. Webmail access	www.domainname.co.za/webmail OR webmail.domainname.co.za

- i. Control Panel and Webmail access may differ between Linux and Windows Hosting
- ii. Clients are able to self-service changes to their hosting. Please see Section 5e should you require us to make changes to your package

- b. BITNET uses a very secure firewall on our servers. This is to safeguard your information, website and email access.
 - i. 3 unsuccessful authentication attempts against our servers will blacklist the IP address that you are connecting from. Should this occur, you will need to contact us to unblock your location or public IP.
 - ii. Please note this is applicable to email (POP, IMAP, SMTP etc) ; Cpanel, FTP, and webmail access

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4. ACCESS AND SECURITY OF YOUR INFORMATION CONTINUED

- c. **Password Policy:** Our servers generate strong passwords by default. These are randomized on creation, and are generally NOT stored or viewable by us. Should you lose your password, we will usually have to reset it. Please note it is the client's responsibility to take note and track on how many devices your email addresses and or passwords are used. If you do not track this properly, you will trigger the firewall. Triggering the firewall more than 2 times will result in the support being billable.
- d. **WEBMAIL access:** Use your full email address " name@domainname.xx.yy" and password
- e. **Control Panel access:** The username will usually be a shortened form of the domainname, alternatively the primary users email address
- f. **FTP Access:** The username will usually be a shortened form of the domainname, alternatively the primary users email address

5. FEE STRUCTURING

- a. All Fees indicated or quoted are to be considered excluding vat unless specifically stated otherwise.
- b. Services are invoiced in advance between the 20th and the last day of the previous month and must be paid latest by the 7th of the billing month.
- c. Our Hosting Fees are generally calculated monthly as follows and the following will serve for overages billable:
 - i. Domains @ R50 each
 - ii. Mailboxes @ R10 each
 - iii. Bandwidth @ R2 per GB
 - iv. Diskspace @ R10 per GB
 - v. Databases: MySQL @ R50 each ; MS.SQL(express) @ R125 each
- d. Interest on overdue accounts will be handled as per the following:
 - i. A basic administration fee of R100 per month will be billed to the client for each month the account is overdue.
 - ii. Interest on overdue accounts/amounts will accrue at a rate of 10% per month, calculated daily.
- e. Clients are advised that the monthly fee is purely for the hosting of the service and DOES NOT INCLUDE unlimited free support. The following requests will attract fees and be billed in 15 minute intervals as Tier2 labour. The general rule is that any requests that the client could have self-serviced, will be billed.
 - i. Changes to email addresses
 - ii. Changes to domains/subdomains
 - iii. Triggering the firewall twice within 24 hours (I.E: we have to remove your entry more than once)

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5. FEE STRUCTURING CONTINUED

- f. Ad-hoc callout and labour fees are currently as follows:
- i. Tier 1 Labour: Basic Support @ **R400 per hour**
 1. Desktop support; removal of local viruses, trojans and malware;
 2. Setup of non-managed printers and peripherals,
 3. Home user setups (exc. domains / VPNs)
 - ii. Tier 2 Labour: Basic Server support @ **R600 per hour**
 1. Setting up of domain users; exchange mailboxes; Active Directory
 2. Intermediate desktop Support: ADSL/WIFI setup or modifications;
 3. Basic setup of IP devices such as printers, VOIP phones, wireless AP's, Cam's,
 - iii. Tier 3 Labour: Intermediate Server Support @ **R700 per hour**
 1. : Server repair and maintenace ; Update screen and approval (including the sandbox process)
 2. VPN : Setup, Configuration, lite troubleshooting (but not design)
 3. Managed IP devices Management: Switches, Routers, basic VLAN config (but not design)
 4. Disaster Recovery and Backup : Installation, configuration
 - iv. Tier 4 Labour: Advanced IT & Design @ **R800 per hour**
 1. Server and Active Directory structure;
 2. Virtual Private Networks or Multiple networks routed to each other;
 3. Wireless/Wired Infrastructure for multiple network segments
 4. Virtual Lanning across switches / routers
 5. Cloud Solutions design and planning
- g. After hours are billed at 1.5x the standard callout fee
- h. Public holidays are billed at 2x the standard callout fees
- i. Annual increases may be between 0 – 15% to stay in line with inflation or as per the calibration above.

6. CONTACTING US

- a. Clients are advised to contact us as follows:
- i. For **Support/Technical queries**: Email to support@brothersit.co.za – this will automatically generate a ticket.
 - ii. For **Sales/Upgrades queries**: Email to sales@brothersit.co.za
 - iii. Telephone on 087 751 3399 – we will generate a ticket for you.
 1. The ticket will enable tracking of the issue and provides a history of interactions relating to the query.
- b. The client may use the following means to contact us for general communication, but are reminded to contact us as above for service related queries. No service request expectation will be accepted on our alternative contact methods which are purely for convenience.
- i. Skype or any instant messenger identity we may use
 - ii. SMS or Whatsapp

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7. TERMINATION / BREACH

- a. Either party may terminate this agreement without cause on 30 days' notice to the other.
- b. BrothersIT may withhold its services if the client is in arrears with payment of any fees and may, after 7 days' written notice, terminate this agreement and claim payment if the fees remain unpaid.
- c. BrothersIT is entitled to receive not less than 7 days' written notice to rectify any alleged breach. The client may not withhold fees pending rectification but if the breach is not timeously rectified the client may cancel this agreement in writing.
- d. BrothersIT shall not be liable for any loss, damage or other consequences of
 - i. its failure to provide any service in terms of this agreement
 - ii. hardware or software or client operational failures.

8. SERVICE TIME TABLE

- a. BrothersIT business hours are from 08:00 to 17:00 on weekdays.
 - i. Telephonic support **will be available during these hours**
 - ii. The above business hours **will be billed at the normal labour rate.**
 - iii. Work or service calls that take place outside of these times will be billed at after-hours rates.
- b. BrothersIT is closed on public holidays and weekends, except for special projects as and when required.
- c. The client may use assigned after hours cell phone numbers should after hours assistance be required.
- d. BrothersIT closes for festive season celebration on the 15th of December and re-opens on the 8th(or nearest Monday of the second week of January)
- e. Technicians will however be on standby for any days that BrothersIT is closed.

9. ENTIRETY OF AGREEMENT

- a. The parties agree that this agreement constitutes the entire agreement. Additions and/or addendums must be signed by the authorized signatories.
- b. Any changes or additions will form addendums as part of this agreement.

10. ACCEPTANCE AND SIGNATURE

CLIENT

BROTHERS IT

Authorised Signatory Full Name

Authorised Signatory Full Name

Authorised Signatory Position or Designation

Authorised Signatory Position or Designation

Authorised Signatory Signature

Authorised Signatory Signature

Date

Date