

# VIA Networks SLA Overview

»» Discover the VIA Advantage

**VIA Networks constantly strives for the highest level of service availability. This includes not only an industry leading Service Level Agreement but internal processes and procedures that are constantly enhanced and improved to strive for even higher levels of service.**

In addition, VIA Networks Managed Hosting Solutions are guarded against network intrusion through sophisticated monitoring and intrusion detection systems. In order to provide the highest level of network security, unlike other Managed Hosting Solutions providers VIA Networks has built a network that protects its customer's servers from attack.

**Provisioning Timeframe:** Unlike most hosting providers that give you a provisioning timeline after you've signed the contract, we'll put it in writing before you sign. For standard configurations, provision can be as quick as 1 day.

**Network Unavailability:** A 5% discount of your monthly total will be credited for each hour of down time after the initial 10 minutes.

**Hardware Fault Resolution:** In the event of failure of VIA equipment due to hardware faults, VIA will repair or replace the hardware to the "as-supplied condition" or better, within two (2) business hours of the hardware failure being acknowledged by VIA

**Back-up and Restore Services:** VIA will restore designated data directories, folders or files to the latest available back-up containing accurate data within twelve (12) business hours of the customer's request.

**Service Credits for VIA Equipment:** If service unavailability is due to faulty VIA equipment then you will receive 5% of your monthly total credited to your account for each hour down.

