

Arrowmail Hosted Exchange and Email Support Services

Service level Agreement

This Service Level Agreement (SLA) applies to the Hosted Exchange 2010 Mailbox rental, Smarthost, Ring-Fence, Lost Email Protection, Anti-Virus and Spam Filtering and POP3 Mailboxes rental services provided by Arrowmail Ltd to its customers.

This SLA is published on our website. We reserve the right to amend this SLA without notice by publishing a revised SLA on the same site so, with any matters arising from this SLA, please check that you are referencing the latest version.

SECTION 1- Definition of Terms used throughout this SLA

"Arrowmail" means the UK limited company Arrowmail Limited (Registered Number 4079706) whose registered office is at 33 Marley Fields, Leighton Buzzard, Bedfordshire, LU7 4WH, United Kingdom.

"Business Hours" means the period, in UK local time, between 08.00 and 19.00 on Monday, Tuesday, Wednesday, Thursday and Friday of every week excluding those days officially designated as Public Holidays in England.

"Customer" means any company, organisation or individual paying Arrowmail to use a Service.

"Out of Hours" means any time outside of those times defined as Business Hours.

"SLA" means the standard of service that Arrowmail undertakes to provide and the options available to the Subscriber if this standard is not met, as detailed in this document.

"Service" means any of the services detailed on the Arrowmail website, which are:-
Hosted Exchange 2010 mailboxes rental, Smarthost, Ring-Fence, Lost Email Protection, Anti-Virus and Spam Filtering and POP3 Mailboxes rental.

"Subscription Fee" means the amount of money a Subscriber pays to Arrowmail to access an Arrowmail Service for a period of one calendar month.

SECTION 2 – Availability of our Services

2.1 – We reserve a Maintenance Window of 1 hour between 00:00 and 01:00, UK time, every Sunday during which time some of our services may not be available. The Maintenance Window is to allow our servers to be rebooted after installing patches from Microsoft and other software vendors.

Microsoft releases updates for its products on the second Tuesday of each month, called Patch Tuesday, and sometimes additional "critical patches" at other times.

Arrowmail's policy is to install these patches on its servers promptly, after allowing a few days to elapse in case reports emerge of problems with the patches.

Not all of our servers are rebooted at the same time and so any incoming emails that arrive during the Maintenance Window downtime will be held in a queue on other servers and delivered after the rebooted servers comes back on line.

2.2 – Excluding Maintenance Windows, Arrowmail promises that all of its services will be available all of the time.

2.3 – Arrowmail maintains at least 100% redundancy of the physical server hardware required to run all of its services.

SECTION 3 – Security of Customer Data

3.1 – For services that involve storing customer data, Arrowmail stores this data in at least 2 separate locations on different physical hardware.

3.2 – Arrowmail complies with the current UK Data Protection regulations.

Arrowmail will not disclose any customer data or details of a customer's business operations to any third party unless compelled to do so by a court order.

Arrowmail staff will not access Customer data unless required to do so for the proper operation of a Customer's account.

3.3 – Arrowmail guarantees that customer data is stored in such a way that no other Customer can gain access to it or, while using any Arrowmail service, can discover any details about, or even the existence of, other Customers.

3.4 – For services that involve storing customer data, such as Hosted Exchange, all copies of this data are always stored on servers located in the UK.

Arrowmail maintains a server in the USA to allow a better delivery rate of emails to US recipients and so incoming and outgoing emails may pass through this server.

SECTION 4 – Communication with Customers

4.1 – Our preferred method for customers to contact us is by emails sent to **info@arrowmail.co.uk** or by using the contact forms on our website. Incoming emails are monitored between 08.00 and 23:30 UK time every day. We promise to respond to customer emails within 2 hours during Business Hours and within 4 hours at all other times that emails are being monitored.

4.2 – We provide a phone number for support, shown on our website; however we don't have the resources to make any promises about whether your call to us will be answered or how long it will take us to respond to voicemail messages.

During Business Hours we would normally expect to respond to voicemails within 2 hours.

SECTION 5 – Recourse of Customers if promises in this SLA are not kept

5.1 – Cancel your account

Arrowmail never requires a Customer to commit to paying for a Service more than one month in advance and so a Customer can cancel their use of a Service at any time, without having to provide a reason, and they will not be charged past the end of the current month.

To minimise administration effort many smaller Customers are charged for 6 months or 12 months in advance. Any Customer who has paid in advance can cancel their use of a Service and Arrowmail will refund any unused full months that the Customer has prepaid.

5.2 – Yellow Card Refund

If any Arrowmail service is unavailable for more than 15 minutes, outside of a Maintenance Window, a customer can contact Arrowmail to claim a refund of 50% of the current month's Subscription Fee.

The connection path between a Customer's computer or smartphone and Arrowmail's servers has 5 components:-

- The Customer's equipment
- The Customer's ISP
- The Internet
- Arrowmail's Datacentre
- Arrowmail's equipment

This SLA applies to Arrowmail's equipment and the Datacentres we use. Even though the Datacentres are owned and operated by different companies, that we have no control over, we have chosen to use these Datacentres and so take responsibility for problems at a Datacentre which cause disruptions to the availability of our services.

The Datacentres we use have multiple redundant routes to the Internet which include links that bypass the UK.

If the Internet itself were to somehow fail we'd all hear about it in the media and a Customer would lose access to many sites and not just Arrowmail's servers.

If a Customer can't access our servers they should take steps to check that their computer, local network and ISP are operating correctly before concluding that the fault lies with our servers or Datacentres.

Only 2 Yellow Card Refunds are permitted per customer in one calendar month.

5.3 – Red Card Cancellation and Refund

If a Customer decides to cancel a Service with us because they are not satisfied with the standard of service we provide, they can email us to let us know that they are cancelling and list the reasons why they are dissatisfied. Irrespective of whether Arrowmail agrees with the reasons for the dissatisfaction, it will then refund to the Customer the last month's Subscription Fee.

SECTION 6 – Thing we don't promise to do

6.1 We don't make Point-in-Time backups.

This is where a full backup of customer data is made at a particular time and date and stored separately from the live data.

A Point-in-Time backup is used to recover data that a Customer has deleted by accident.

While Arrowmail takes great steps to protect the current version of a Customer's data it does not take any Point-in-Time backups.

The Hosted Exchange server has a 60 day retention period for items hard-deleted from a folder or deleted from the Deleted Items folder. These deleted items are then kept for 60 days in the "Dumpster". There are instructions on how Customers can access their Dumpster to recover these items in the Support section of the Arrowmail Website.

This section also has instructions on how Customers can make their own Point-in-Time backups.

6.2 We don't guarantee every email sent via our system will be delivered to the recipient's Inbox.

When an email doesn't get delivered it's usually because of one of the following reasons:-

1. The email address is miss-spelled or is no longer valid.

When an email is refused or delayed, our servers send an email back to the sender containing an extract from our server's log which will often alert the sender about an invalid email address.

2. The receiving mail-server is having technical difficulties.

Our server continue to send an email for 5 days before finally giving up which should allow time for any failed server to be repaired.

3. The email's attachment is larger than the receiving server will allow.

We permit attachments up to 40mb but some mail-servers refuse attachment over 10mb.

4. The receiving mail-server's anti-spam system judges the email to be spam.

We monitor blacklists to ensure our servers aren't on them, we DKIM sign every email that's sent and encourage customers to create an SPF record authorising our servers but we can't compel a receiving mail-server to accept and deliver emails from us.

We will investigate cases of emails not getting delivered by examining our server logs.

6.3 We don't promise to provide support in solving problems a Customer may be having accessing our servers when we are satisfied that our equipment is operating normally and the Customer's account is configured correctly.

We will normally try to diagnose and suggest solutions to any problem related to email that an existing Customers advises us via email.

We will make a special effort to help new customers setup their computers to access our system and to migrate their existing data.