Website hosting

As part of our website hosting service, we offer you the following service level commitments ("SLCs") describing what levels of service you can expect from us. We place great emphasis on the quality of our service and feel that our industry-leading SLCs reinforces our commitment to provide you with the best possible hosting service.

Our commitments:

1. 40 minute host server reboot guarantee

Should your host server stop responding it's vital for your business to get it rebooted as quickly as possible.

We commit to using our reasonable efforts to reboot your host server within 40 minutes of you contacting us - 7 days a week, 365 days of the year. Simply contact us by phone on **0843 289 3305** to let us know. Very rarely, we are unable to reboot your server because of hardware issues with the server itself (for example, because the server itself needs to be replaced), in which case we will let you know as soon as possible. Also, please understand that the problems with your website may not be related to the server, in which case rebooting the server will not resolve your problem.

2. 99.9% availability

We commit to using our reasonable efforts to offer 99.9% "uptime availability" in respect of your website in any given calendar month.

For the purposes of determining "uptime availability" we will assume your website is available unless we are notified otherwise. We will first start to measure the unavailability of your website from the moment you notify us (on the contact numbers set out in the "Support" section below) that it is unavailable and stop the measurement when we notify you, or attempt to notify you, that your website is now available. We will then add together the total minutes your website has been unavailable (but not include Accepted Unavailability) that calendar month ("Total Downtime"), minus the Total Downtime from the total possible uptime minutes in that calendar month ("Total Possible Uptime") and divide that total by the Total Possible Uptime and multiply that sum by one hundred.

For the purposes of the calculation above, "Accepted Unavailability" are minutes that your website: (a) was unavailable because of scheduled downtime necessary for essential maintenance where we have given you advance notice; and (b) was unavailable for no longer than 5 minutes during any single unavailability event.

Subject to the overall limit set out in the next paragraph, if in any given calendar month Total Downtime for your website is more than 44 minutes because of a fault in our hosting service, you will be entitled to claim back (as a credit note against future charges in relation to our hosting services): (a) the hosting charges for 1 day for the first 44 minutes of the Total Downtime; and (b) the hosting charges for 1 day for each full block of 60 minutes thereafter of the Total Downtime.

Our maximum liability, and your sole remedy, for our failure to achieve 99.9% uptime availability of your website in any calendar month shall be limited to credits paid under the preceding paragraph worth 100% of our hosting charges in respect of that month.

3. Bandwidth

We commit to using our reasonable efforts to provide enough bandwidth to service every single customer at their full capacity, so your site will never be slowed down by oversold bandwidth.

4. Support

We commit to providing you with telephone support within the hours of Monday to Friday (excluding English statutory holidays) 9.00am – 5.00pm (UK time). You can access this telephone support by contacting us on **01159 214 797**.
We also commit to providing you with emergency out of hours support that can be accessed by calling us on **0843 289 3305**. Such emergencies would include your website being inaccessible to Internet users or your basket/checkout not functioning correctly.

Alternatively, you can email non-critical support requests to **support@widagroup.com** and we will aim to respond to your email within 24 hours (excluding weekends and English statutory holidays).

Please note that you will be required to purchase our hosting service if your new website is powered by our Web Wizard CMS. This is because they will be created using our hosted Web Wizard Content Managed System, which also provides all the websites functionality. Web Wizard is hosted on our own secure Servers.