



Service Level Agreement for PSeGS Online Hosting Services.

1. Services Offering

Sr. No.	Infrastructure Services	Activities
1	Collocation Service	Power Availability
		HVAC Availability
		24x7x365 secured access
		24x7x365 Service Desk support
		Network Availability
2	Managed Service	Power Availability
		HVAC Availability
		24x7x365 Service Desk support
		Server Availability
		Network Availability

2. IT Infrastructure related service levels

Data Centre Server Uptime	99.75 %
Data Centre Network Uptime	99.75 %
Data Centre Helpdesk Availability	(9AM-6PM) Monday-Friday

3. Incident/Problem Resolution Timeframe

The following table serves as the guideline for resolving an incident, depending on the various support structure.

Severity	Response Time		Resolution Time	
	PWH	EWH	PWH	EWH
1	10 min	20 min	4 hrs	4 hrs
2	20 min	60 min	6 hrs	12 hrs
3	30 min	120 min	12 hrs	24 hrs

PWH (Prime Working Hours): 9AM to 6PM (Monday to Saturday)

PSDC

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EWH (Extended Working Hours): 6PM to 9AM (Monday to Saturday), Sunday and all State Government Holidays.