



Service Level Agreement (SLA) will make it clear to you what exactly OvoServe will deliver especially with regards to system uptime. We give you in writing what you can expect in terms of uptime from us.

SLA is a contract that will keep OvoServe accountable towards fulfilling its uptime and availability promises.

SLAs will give you additional peace of mind as OvoServe will stand by its SLA promise, come what may. And that too consistently.

OvoServe SLA

Dedicated Server Deployment

The maximum time we take to deploy a server (available in stock) is 2 hours.

Kindly Note:

If your requirement is for a customized dedicated server (server that we do not have currently in stock, or one needing changes/hardware upgrades in server configuration), we may need more time to deliver the server. In such case, we will inform you about the approximate server delivery time at the time of order processing.

Hardware Replacement

To fix any of your hardware related issue, we will take 4 hours at the most from the time we start investigating.

Uptime & Availability

In our uptime SLA, we ensure that our datacenter will stay online with 99.98% uptime.

In the event of downtime, we will credit you 5%-100% of invoice amount depending on the uptime recorded.

Terms And Conditions

OvoServe will use reasonable efforts to resolve problems as quickly as possible. As OvoServe offers this service based on a combination of third party Hardware & Software, OvoServe will not offer any service credits to the Customer in case of non-availability of his web site due to a problem with not having a redundant architecture in their set up. In such cases, OvoServe will work with the customer to remedy problems at the earliest.

OvoServe reserves the right to modify the server manufacturer at any time. In the event that OvoServe changes the server manufacturers, Customer is assured that the specifications contracted will remain the same. Customer may contact OvoServe for details pertaining to any other server configurations that might be available.

Disclaimer

This Agreement is effective from the date on which Order Processing Form (OPF) is placed and Client accepts the terms as mentioned in the Terms of Services (TOS), Acceptable use policy (AUP) and this Service Level Agreement (SLA) which forms part of the OPF. This Agreement is between OvoServe hereinafter referred to as "Service Provider" and the Client and is valid for a term as stated in the OPF. The terms of this Agreement shall apply only to those Services which are referred in the OPF and any Supplemental Services agreed by both the Parties.

OvoServe Web Solution & Services reserves the right to change the terms and conditions of this Agreement with respect to the Services to be provided to Client subject to mutual approval.