

# Service Level Agreement

For Actively Subscribed Customers of [SaplingServers.net](https://SaplingServers.net)

by

Sapling Servers Limited

Effective Date: 24/03/2025

Document Owner:

Sapling Servers Limited

## Version

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1.0	10/01/2020	Service Level Agreement	Bradley Comerford
1.1	09/03/2021	Service Level Agreement Revised	Bradley Comerford
1.2	24/03/2023	Service Level Agreement Partial-Revision	Bradley Comerford
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## 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *Sapling Servers Limited* and any associated clients with an active subscription to our service, defined by a user being registered on <https://saplingservers.net/billing/> and currently having an active service in place for the provisioning and/or hosting of IT services required to support, provide and sustain Minecraft Hosting, Games Server Hosting, Dedicated Server Hosting, Virtual Private Server Hosting, Voice Server Hosting and domain registrations.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Minecraft Hosting, Games Server Hosting, Dedicated Server Hosting, Virtual Private Server Hosting, Voice Server Hosting and domain registrations and delivery to the Customer(s) by Sapling Servers.

The **goal** of this Agreement is to obtain mutual agreement for Hosting service support and resolution between Sapling Servers and its associated Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

### 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**Hosting Service Provider:** [Sapling Servers Limited](#). (“Provider”)

**Hosting Customer(s):** [Associated subscribed customers of SaplingServers.net](#)  
 (“Customer”)

#### 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** [Sapling Servers Limited](#)

**Review Period:** [Quarterly \(3 months\)](#)

**Previous Review Date:** [24/03/2025](#)

**Next Review Date:** [09/06/2025](#)

#### 5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

##### 5.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Managed assistance for applicable services (Minecraft Hosting, Voice Hosting, Games Server Hosting)
- Ticket and Live Chat support
- Support via Discord and other social media, such as Facebook and Twitter
- Monthly system health checks
- **99% Uptime and availability guarantee**
- Documentation and Knowledgebase entries for utilizing and managing our provided and associated services
- Provisioning and Facilitation of Hosting Services as stated on our website; <https://saplingservers.net/>

## 5.2. Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- Payment for their subscribed hosting services
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

## 5.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for all scheduled maintenance.
- Ensuring that all related hosting services are available and online for 99% of the service period, as defined by the customers subscription remaining active.

## 5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

## 6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Email support: Monitored 10:00 A.M to 10:00 P.M. Monday – Friday
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Ticket support: Monitored 10:00 A.M to 10:00 P.M. Monday – Sunday
  - Tickets received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Live Chat support: Monitored 10:00 A.M to 10:00 P.M. Monday – Sunday
  - Live chat requests received outside of office hours will be collected, however no action can be guaranteed until the next working day

### 6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- Within 12 hours for issues classified as **High** priority.
- Within 24 hours for issues classified as **Medium** priority.
- Within 2 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.