

Server Support Levels

Each server has an associated Support Level depending on the server's SLA. Service level agreements are applied to each server, not per account.
If you would like to upgrade your SLA, then please contact your account manager.

Service Levels

Standard (included with all server installations)
Bronze SLA (included with server purchases from Numo)
Silver SLA
Gold SLA

Support Charges

Prices are specified in the service level table where applicable. If a service is listed as chargeable with no further detail in the description area, the normal charge is £65 per hour (in hours only).

Glossary

In hours	9am – 5.30pm Monday-Friday (excl public holidays)
Out hours	All times not included in the 'In hours' timing
Urgent support	Any issue that means that a server is not accessible
Non urgent support	Configuration changes, updates, and any issue that does not directly limit the general operation of the server
Server Reboot	A power cycle that is unable to be action remotely and requires human intervention

Support and Assistance

Non-urgent support

All non-urgent support, should be emailed to NumoGroup, where it will be queued and dealt and charged, according to the Service Level. These requests should not be telephoned in.

Email : technical@numogroup.net

Urgent Support (In hours)

Please email in your request to emergency@numogroup.net so we can track the request and start the support immediately. Then call the technical number 0870 027 3987 and start the call by quoting your company name and ref – so we can direct you to the correct member of the team.

Urgent Support (Out hours – Bronze level and above only)

Please email in your request as above to emergency@numogroup.net . Then call your dedicated mobile telephone number for assistance, please ensure you have logged your Company Name and telephone numbers with us – so that we can confirm that you are entitled to 'Out hours' support. We will not answer calls from unregistered telephones (Bronze level and above)

Please note that Standard level SLA clients will be charged £175 call out fee and £120 per hour(min 1hr) for support.

Numo Support Level Table

Description	Standard	Bronze	Silver	Gold
Operating System Reinstall (£80 – Linux, £120 Windows)	Chargeable Within 96 hrs	Chargeable Within 72 hrs	Chargeable Within 72 hrs	Included Within 48 hrs
System security patches (latest software, security patches for your system)	Chargeable	Chargeable	Chargeable	Included
Non – urgent telephone support	In hours	In hours	In hours	In hours
Urgent telephone support	In hours	24/7 12hrs	24/7 6hrs	24/7 2hrs
Email Urgent support	In hours	Included	Included	Included
Reboot requests - In hours	Within 3 hours	Within 2 hours	Within ½ hour	Within 15mins
Reboot requests – Out hours	£175 call out fee – within 6 hours	£60 call out fee – within 6 hours	Included within 6 hours	Included within 6 hours
Emergency Support Call-Out (emergency onsite – out hours support)	£175 call out fee - £120 per hour – engineer onsite within 6 hours	£60 call out fee - £120 per hour – engineer onsite within 6 hours	No call out fee - £60 per hour – engineer onsite within 4 hours	No call out fee - £45 per hour – engineer onsite within 4 hours
Software and security configuration.	Chargeable	Chargeable	Chargeable	Chargeable
Connectivity and Power (reliability)	99.5%	99.9%	99.9%	99.9%

If you wish to upgrade your Service Level, please call your account manager to arrange it and any other requirements you may have.

We will not upgrade service levels on systems that are not stable and have had support tickets raised within 1 month of the upgrade request. We would need to discuss the upgrade path if this is the case, so that you can be assured of the correct level of support for you and your system
info@numogroup.net
 0870 027 3985
 Numo Group