



Our Standard Service Levels

You'll find all you need to know here about the standard service levels that we provide to our clients.

We think these are the best around, but we're happy to work with clients to ensure their needs are met, however stringent. If you feel that your company needs are more complex and need different levels of support get in touch at hello@iamcurious.co.uk.

1 Uptime levels

In order to make sure our clients can do business effectively, we make every effort to ensure that websites and other services will be available at all times – except during pre-agreed windows in the rare event that critical maintenance is required.

Curious guarantees that your website will be available for 99.95% of the time.

1.1 Measurement and penalties

Uptime is measured by our automated systems, over each calendar month. It is calculated to the nearest minute, based on the number of minutes in the given month (for instance, a 31-day month contains 44,640 minutes).

If uptime for any item drops below the relevant threshold, a penalty will be applied in the form of a credit for the client. This penalty will be 5% of the total monthly fee per hour of downtime.

Important notes:

- Uptime penalties in any month are capped at 50% of the total monthly fee
- Uptime measurements exclude periods of routine maintenance. These must be agreed between the supplier and client in advance.

2 Guaranteed response times

When the client raises a support issue with Curious, we promise to respond in a timely fashion.

2.1 Contact methods

To raise a support issue, please contact us via:

- e: support@iamcurious.co.uk
- t: 0330 0109 004

2.2 Response times

Supported hours for our Standard Plan are Monday – Friday, 9am – 5.30pm but we'll always try to reply to your issue as quickly as we can. For more information about our plans see www.iamcurious.co.uk/support

Our response may be in the form of an email or telephone call, to either provide a solution or request further information.

Maximum response times we commit to depend on the severity of the issue, and are subject to our hours of support. They are shown in this table:

| | Issue severity (see Severity levels section, below) | | | |
|----------------|---|---------------|----------------|-----------------|
| | Fatal | Severe | Medium | Minor |
| Response Times | 1 hour | 1 hour | 6 hours | 48 hours |

If there is a problem, we'll always do our best to proactively address problems and get in touch with affected users as quickly as possible – the response times stated above are maximum timelines.

All of our websites are monitored continuously, and we will normally be aware of any problems have fixed them, before you need to report them to us.

2.3 Severity Levels

The severity levels shown in the tables above are defined as follows:

Fatal: Complete degradation — all users and critical functions affected. Item or service completely unavailable.

Severe: Significant degradation — large number of users or critical functions affected.

Medium: Limited degradation — limited number of users or functions affected. Business processes can continue.

Minor: Small degradation — few users or one user affected. Business processes can continue.

3 Resolution times

Curious will always endeavour to resolve problems as swiftly as possible. We recognise that our client's systems are key to its business and that any downtime can cost money.

However, Curious is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.

For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server. But if a server fails due a prolonged attack by hackers (also classed as a fatal issue), it may take much longer to get back up and running.

In all cases, we will make its best efforts to resolve problems as quickly as possible, and will also provide frequent progress reports to the client.