

Corra Communications Website Hosting
SERVICE LEVEL AGREEMENT

The Corra Communications hosting service is provided as a value added service complimentary to the services provided in individual packages. This includes the use of statistics based analysis.

Corra Communications reserves the right to suspend your service without notice if:

- a) We receive a complaint regarding the legality of content contained on your web space in regards to Australian or International law.
- b) Your account with Corra Communications is overdue by 14 days or more.

Corra Communications will strive to achieve the highest level of service and uptime possible. Precautions have been taken to minimise the risk of service downtime, this includes multiple redundant hardware systems such as RAID mirroring and offsite database replication. This in combination with a technician on call 24/7 will assist in providing the highest level of service uptime. Corra Communications however will NOT be held liable for any damages caused by short term downtime due to human error, hardware or software failure.

Customers who require premium mission critical web hosting are recommended to seek the services of a third party hosting organisation which staff at Corra Communications can helpfully assist you in choosing.

Email Filtering

Customers must accept that their domain email will pass through a spam and virus filter before being delivered.

Email which is deemed to come from servers with a reputation of spam distribution will be deleted instantly.

SERVICE ABUSE

We take a strict stance on illegal activity facilitated with the use of our servers. We therefore reserve the right to terminate hosting packages which are in breach of state or federal laws. We host email services to many clients, we therefore do not permit mass commercial emails sent from our servers using automated mailing lists as we do not want our servers to be blacklisted for spamming. If you require mass distribution of emails please seek a 3rd party email marketing firm.

We keep extensive logs of all activities undertaken on our servers and keep all client information strictly confidential and in accordance with high level security procedures. You must accept that Corra will assist any law enforcement agency with their enquiries by providing any information relevant.