Service Level Agreement
Annex Managed Servers

1. Managed server package
1.1. A managed server package can be ordered with dedicated servers. It outsources your normally local technical support for the basics of your software to NE.
1.2. A managed server package can only be applied to so called "Dedicated Servers" that are property of NE.
1.3. A managed server package is valid per single server. Each instance of an Operating System is considered a single server.
1.4. A managed server packages is based on Fair Use.
1.5. A managed server packages is based on Best effort support.

2. Service fees
2.1. Initial (first) server: 150 euro per month
2.2. Additional servers: 75 euro per month

3. Package contents
    The following steps are performed (upon request) and when applicable.
    3.1. Installation
          3.1.1. Base operating system
          3.1.2. Control panel setup (if applicable)
          3.1.3. RkHunter installation
          3.1.4. BFD (Brute Force Detection) system installation
          3.1.5. Setup of backup software
    3.2. Security
          3.2.1. Quick security audit
          3.2.2. Setting up a basic IPtables firewall
          3.2.3. Locking down & hardening the root password
          3.2.4. Compiler and fetch utility access can be limited too root only
          3.2.5. Host.conf & sysctl security hardening
          3.2.6. Unused services will be disabled
          3.2.7. Noexec, Nosuid temporary directories
          3.2.8. Hardening of SSH service
          3.2.9. Secure PHP (upon request)
    3.3. Third party software
          3.3.1. Generally available software from the repositories
          3.3.2. Custom compiled software delivered by CUSTOMER (depending on the complexity)
    3.4. Backups
          3.4.1. A backup service included based on fair use.
    3.5. Monitoring
          3.5.1. A monitoring daemon will be installed on your server. You may request specific services to be monitored (if possible). By default the appropriate actions will be taken in the following scenarios.
                3.5.1.1. Disk space – When disk space is (nearly) depleted
                3.5.1.2. Server load – Server load is (too) high
                3.5.1.3. Network – When network connectivity fails
    3.6. Additional requirements
          Customer may discuss and request additional requirements such as monthly updates of software and other reasonable recurring tasks.