Sanmita : Hosting - Statement of Support

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Supported

- **Installation**: Successful installation of a virtual host on a physical server with an associated IP address. Sanmita will ensure the IP address is pinging and is accessible from major internet carriers.
- **DNS zone file**. Sanmita will ensure that a correct DNS zone file is correctly entered with the correct IP address into Sanmita's primary and secondary DNS nameservers for the domain name selected by the customer.
- **Operation of common services**.Sanmita will monitor and ensure that following services are operational:
    - FTP/SFTP Server Service
    - Web Server service
    - ColdFusion Application Server service
    - MS SQL Database Server service
    - Mail Service
    - Should customer believe that one of the services is non-operational - the customer may request that Sanmita perform a series of checks and diagnostics to ensure the services are operational. If a failure is detected, Sanmita is responsible for restoring the service in an immediate, reasonable time-frame.
- **Software versions**.Sanmita maintains best practice to ensure that the software needed for above services is secure and free of exploits and vulnerabilities. Sanmita will control and determine the version of software used which may not always be the most current feature release desired by the customer. Customers wishing to update or control the version of server software being used should consider using a Dedicated environment as an alternative.
- **Hardware**.Sanmita will monitor and maintain all aspects of the server hardware. If a hardware failure occurs, Sanmita will replace any faulty hardware in an immediate, reasonable time-frame. Sanmita will replace any faulty hardware in an immediate reasonable time-frame. Sanmita will maintain an inventory of replacement components, and/or service contracts with hardware vendors to ensure that faulty hardware may be replaced in timely manner.

Customer responsibility

- **Internet Training**. Sanmita does not provide training or educational services to customers regarding basic operation of Internet technology and concepts. It is expected that the customer will have a basic understanding of Internet concepts such as DNS,Email, and FTP/SFTP.
- **Data Backup.** Customer is responsible for maintaining current backups of all important customer data. Sanmita may elect to maintain data backups of its own for any given server; however Sanmita does not guarntee the availblity or restoration of any lost data. Should customer request restoration of any lost data, should it exist, a minimum fee for 4 hours will automatically be charged to customer's account.
- **DNS/Domain Names**. Sanmita does not transfer or modify customer domain names to use Sanmita's service. Customer is responsible for using the support services provided by their domain registrar for any assistance relating to DNS/Domain name transfers and nameserver modifications.
- **Domain name change**. Customer may elect to change the domain name associated with their account; However the customer is responsible for insuring any and all path names in any script or applications are updated to reflect the requested change.
- **Email Client configuration**. Sanmita will not provide extensive troubleshooting,Phone Support, ticket or email support relating to the successful configuration of the customer's computer and email client software. Sanmita will ensure that the mail server it provides is operational only.
- **FTP/SFTP Client configuration**.Sanmita will not provide extensive troubleshooting,Phone Support, ticket or email support relating to the successful configuration of the customer's computer and FTP/SFTP email client software. Sanmita will ensure that the FTP/SFTP server it provides is operational only.
- **Scripts and Applications(ColdFusion/PHP/ASP).** Customer is fully responsible for the installation and correct operation of any and all application scripts. Sanmita will not troubleshoot or provide any support relating to malfunctioning scripts or applications. Sanmita will ensure that its services are fully functional and are able to execute scripts for general purpose only.