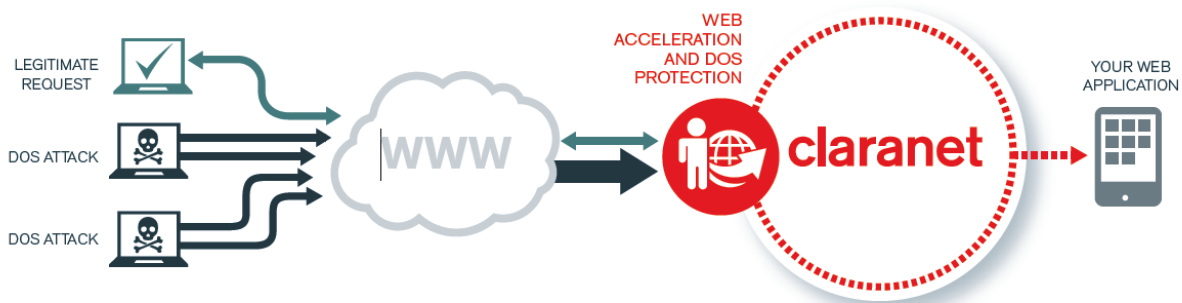# Web Acceleration & DoS Protection

Web Acceleration and DoS Protection enhances the security, performance, and availability of an application through the use of multi-national cache nodes and state-of-the-art, intelligent DoS mitigation.

Web Acceleration & DoS Protection

The Web Acceleration and DoS Protection service is available to you if you have a public-facing web application. This can be served from Claranet data centres, or non-Claranet data centres and requires no hardware or software installation. The service is able to support web applications that use HTTPS/SSL using the Transport Layer Security (TLS) and the Server Name Indication (SNI).

You can choose from three plans and each plan provides a set number of domains, an amount of outbound traffic, and requests per second which should cover normal day-to-day operations. Outbound traffic is measured at the 95th Percentile.

	Plan 1	Plan 2	Plan 3
Outbound Traffic (95th % per month)	25 Mbps	50 Mbps	100 Mbps
Max Requests per Second	100	500	2,000
Domains Included	5	10	20

Setup | Design

Claranet will ask you to complete a Technical Survey. For the service to be at its most effective and it must be designed specifically for your web application. Claranet will work with you to ensure the service works to its maximum capability alongside your setup.

What Claranet will do

Technical Survey: Send you a Technical Survey to complete

Default configuration: Implement a default configuration policy to your web application if the Technical Survey is not completed.

Design: Once the order is signed an Implementation Engineer will contact you to discuss the details of your application and the **Build** phase is commenced.

Support

24x7x365 days per year once your service is up and running.

Claranet Online

You can view details of your Web Acceleration and DoS Protection service alongside your technical metrics.

Help and support

You can raise support tickets through Claranet Online and track the feedback and support progress.

Change requests

You can make change requests or escalate any tickets, through the ticketing system within Claranet Online. It is your responsibility to ensure that any changes that you request will not directly cause a service outage or other disruption of the service.

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What Claranet will do

Configure the SSL: Configure the service according to the specification you have requested in the Technical Survey using the SSL key provided by you.

What you will do

Minimum specification: Ensure that any specification requirements you have are clearly and accurately completed in the Technical Survey as soon as possible.

Policy Options: Ensure that the Technical Survey options are suitable for your web application.

Configure the SSL: Provide the SSL Keys.

Once it is up and running

Once the service is up and running, Claranet will manage changes to the service 24x7x365 in order to maintain its operation. The key parameters of the ongoing management of the service and the appropriate roles and responsibilities are outlined in the areas below.

What Claranet will do

Notice: Provide at least five working days' notice of any planned maintenance work or supplier Planned Engineering Works (PEW) wherever possible.

Notification: Notify the nominated contacts you have provided and this is through two primary channels, the online portal and email notification. An email is sent to the nominated contact and details are announced through the online portal. The notification will contain the date and time of the maintenance, the reason, the service affected and the likely impact to you.

Problems occurring during planned maintenance: Invoke its Major Incident process should a problem occur during the planned maintenance window.

Emergency maintenance: Provide as much notice as possible and we will seek to ensure minimal disruption. Wherever possible, changes will be made at periods of low service utilisation

What you will do

Contact list: You will be responsible for providing and maintaining the contact details including the levels of authorisation that any individuals may have. Claranet will only provide any reporting information and change requests, to those personnel in accordance with this information.

24x7x365 monitoring

Your service is measured on availability and you will be able to see at a glance, through Claranet Online, key aspects of the solution that Claranet provides. A full list of the technical and service metrics that are monitored and with what frequency, can be found in the Service Description along with details of the change management process and ticketing.

What Claranet will do

Support times and Service Desk: Provide support between 24x7x365 once the Managed Service has been handed over to you. Full details of how you can make the most of this service will be provided in your Handover Document.

Raising tickets: Changes to your configuration can be requested through the Claranet Online ticket system and details of this can be found in the **Appendix: Help and Support**.

Escalation: In the event that an escalation is required, Claranet provides a clear escalation process to allow you to contact the appropriate person within the company. Details of this can be found in the **Appendix: Help and Support**.

Service measurement availability (uptime):

Web Acceleration & DoS Protection: 99.99%

Professional services

In addition to further technical, performance and service analysis, Claranet also provide experts in solution design, engineering, security, DevOps, Disaster Recovery, enterprise email migration, cloud transition and Project Management. Please see your Account Manager for further details.

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