

Service Level Agreement



Hosted Network will take commercially reasonable efforts to make our services available to our clients with a guaranteed service availability of at least 99.9% as measured over any calendar month.

The SLA covers the availability of our services as well as the environment (servers, storage, routers, switches, internet connectivity) they run on and that is under our exclusive control. This SLA does not apply to any outages or downtime related to scheduled maintenance, scheduled outages or Customer initiated downtime. It also does not cover any services running within our environments that are not managed by us, as they are under the complete control of our clients. This SLA is only applicable to products that are deemed as "Released Products" and does not apply to products identified as being in "Beta" release phase.

If Hosted Network does not comply with this SLA commitment, you will be eligible to receive a Service Credit for the Eligible Service Credit Period.



Definitions

Availability – is measured as a percentage of time that the service is operational and contactable from the wider Internet. This is measured over any calendar month. This availability percentage does not include any scheduled outage, where the required notice period has been met.

Beta – when a product is released to the market for testing and feedback. A Customer should not run mission critical services on a product marked as Beta, and Hosted Network assumes no liability for loss of data held within a Beta product.

Eligible Service Credit Period – is a single calendar month in which the 'Service Outage' occurred.

Scheduled Outages – when maintenance is required to be performed on the system, Hosted Network will schedule an outage window. A period of at least 5 days notice will be given to clients regarding a scheduled outage window.

Service Credit – is a dollar credit (in AUD), as calculated below, that is credited to an Hosted Network Account once an SLA claim has been approved.

Service Outage – is defined as the situation when a Customer instance is not available to the wider Internet or where the Customer instance is unable to be restarted by Hosted Network within the 'Time to Repair' (TTR) window.

Time to Repair (TTR) – is defined as a 1.5 hour window, during which Hosted Network will perform all that is commercially reasonable to restore 'Availability' to your service. If the 'Availability' of an instance is not restored within this window, then a 'Service Outage' event is deemed to have occurred.



Service Credits / Rebates

The Customer is entitled to service level rebates should their service be disturbed, interrupted or unresponsive.

- ✓ Less than 120 minutes service disruption = no rebate
- ✓ More than 120 minutes service disruption but less than 240 minutes during a given calendar month = 20% rebate of the monthly service fee
- ✓ More than 240 minutes service disruption but less than 480 minutes during a given calendar month = 40% rebate of the monthly service fee
- ✓ More than 480 minutes service disruption but less than 960 minutes during a given calendar month = 60% rebate of the monthly service fee
- ✓ More than 960 minutes service disruption but less than 1440 minutes during a given calendar month = 80% rebate of the monthly service fee
- ✓ More than 1440 minutes in a calendar month = 100% rebate of the monthly service fee

Service Credits will be applied against the Customer's account for the calendar month in which the outage occurred. Service credits may not be transferred or applied to any other account



Request & Rebate Procedures

To request a Service Credit, a Customer must submit an email request to accounts@hostednetwork.com.au. You must include the following details in a request:

- ✓ Your registered email address, contact name and phone number.
- ✓ Dates and times of the incident, as well as the duration of this incident.
- ✓ Details of the outage experienced.

All requests must be submitted within 14 days of the SLA breach. Hosted Network will then contact the Customer and process the SLA claim (where valid).



SLA Exclusions

This SLA service guarantee does not apply to any issues caused by factors outside our reasonable control, such as force majeure events, or events affecting the wider Internet. It also does not apply to any outages caused by:

- ✓ Actions of the Customer or any third party.
- ✓ Any customer software or configuration issues.
- ✓ Suspension or termination of your account under the Hosted Network Terms and Conditions.



Questions or Clarification

If you have any questions or require clarifications of any part of this Service Level Agreement, please do not hesitate to contact Hosted Network by calling **1300 781 148** or by emailing support@hostednetwork.com.au