

## ProMediaCom Web Hosting - Service Level Agreement

### **Network Uptime Guarantee**

ProMediaCom Web Hosting guarantees that the network will be available 99.9% of the time in a given month (no more than 60 minutes downtime per month), excluding scheduled maintenance. After 60 minutes, ProMediaCom Web Hosting will refund the customer 5% of the monthly fee for each 60 minutes of downtime (up to 50% of customer's monthly fee). Network uptime includes functioning of all network infrastructure including routers, switches and cabling, but does not include services or software running on your server. Network downtime exists when a particular customer is unable to transmit and receive data and ProMediaCom Web Hosting records such failure in the ProMediaCom Web Hosting online support system. Network downtime is measured from the time the ticket is opened by a customer (In Online Support System) to the time the server is once again able to transmit and receive data.

### **Infrastructure Guarantee**

ProMediaCom Web Hosting guarantees that the critical infrastructure systems, including power and HVAC, will be available 99.9% of the time in a given month (no more than 60 minutes downtime per month), excluding scheduled maintenance. After 60 minutes, ProMediaCom Web Hosting will refund the customer 5% of the monthly fee for each 60 minutes of downtime (up to 50% of customer's monthly fee).

Critical infrastructure includes functioning of all power and HVAC infrastructure including UPSs, PDUs and cabling, but does not include the power supplies on customers' servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems and ProMediaCom Web Hosting records such failure in the Online Customer Support System. Infrastructure downtime is measured from the time the customer opens a ticket regarding server downtime to the time the problem is resolved and the server is powered back on.

### **Hardware Guarantee**

ProMediaCom Web Hosting guarantees the functioning of all leased hardware\* components and will replace any failed component at no cost to the customer. Hardware replacement will begin once ProMediaCom Web Hosting identifies the cause of the problem. Hardware replacement is guaranteed to be complete within 8 hours of problem identification. In the event that it takes us more than 24 hours to replace faulty hardware, ProMediaCom Web Hosting will refund the customer 5% of the monthly fee for each 60 minutes of downtime (up to 50% of customer's monthly fee).

\* Hardware is defined as the Processor(s), RAM, Hard Disk(s), Motherboard, NIC card and other related hardware included under the server lease. This guarantee excludes the time required to rebuild a RAID array.

### **Managed Services**

ProMediaCom Web Hosting guarantees monitoring of all the standard services running on the server. Third Party/non-standard software (custom software / modified software) or services running via non-standard (third party / modified) software/packages will not be monitored. ProMediaCom Web Hosting will offer technical support for all Standard Services via online customer support system.

[Standard services includes Web Server (http), SMTP Services, POP Services, DNS Services, Database Services (MySQL/Postgres) which are installed by ProMediaCom Web Hosting]

Please Note : This SLA does not apply to delinquent customers and for accounts which are not fully paid. Money back guarantees of this SLA does not apply for Dedicated Server Customers unless it is subscribed along with.