

Service Level

Agreements

SERVER COLLOCATION & DEDICATED SERVER

Services

1 IPNetZone Server Collocation

1.1 Collocation Service Description

IPNetZone recognizes that network availability is critical to Server Collocation customers. IPNetZone backs its commitment and focus on operational excellence and reliability by providing a network uptime guarantee of 99.7% for Server Collocation customers. The network is comprised of the Local Area Network (LAN) in the data center and the IPNetZone backbone.

1.2 Collocation Credit

If in any given calendar month, inaccessibility to your server for more than 130 minutes is caused solely by either the IPNetZone data center LAN or the IPNetZone backbone network then IPNetZone will credit your account 25% of that month's committed rate bandwidth fee.

1.3 Collocation Exclusions

This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance (c) local loop faults, (d) customer-enabled faults (including power outage due to circuit overload), and (e) inaccessibility due to transit issues between offnet location and the IPNetZone network.

2 IPNetZone Dedicated Server

IPNetZone recognizes that the best outsourced hosting providers are committed to keeping server response times low and reliability high.

2.1 Dedicated Server Service Description: Basic

IPNetZone recognizes that network availability is critical to IPNetZone Dedicated Server customers. IPNetZone backs its commitment and focus on operational excellence and reliability by providing a network uptime guarantee of 99.7% for IPNetZone Dedicated Server customers. The network is comprised of the Local Area Network (LAN) in the data center and the IPNetZone backbone.

2.2 Dedicated Server Credits

If in any given calendar month, inaccessibility to your server for more than 130 minutes is caused solely by either the IPNetZone data center LAN or the IPNetZone backbone network then IPNetZone will credit your account 25% of that month's committed rate bandwidth fee.

2.3 Dedicated Server Exclusions

This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance (c) local loop faults, (d) customer-enabled faults, and (e) inaccessibility due to transit issues between offnet location and the IPNetZone network.