

SERVICE LEVEL AGREEMENT

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1. Overview

- a. This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *HostLabs* and the *Customer* that describes the levels of service that the *Customer* is guaranteed to receive in the event of service unavailability.
- b. This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

1. Purpose

- a. If access to a service becomes unavailable or is interrupted for more than 15 minutes in one month, a customer will be entitled to receive credit on their account or an extension of due date in accordance with the value of their monthly subscription/payment.
- b. This SLA covers:
 - unplanned hardware or software maintenance
 - network unavailability as a result of any hardware failure
 - network unavailability as a result of human error (caused by HostLabs)
- c. This SLA does not cover service unavailability as a result of:
 - planned network maintenance aimed to improve service
 - network unavailability as a result of issues arising from carrier, however HostLabs will do it's best to ensure that the carrier provides compensation
 - unauthorized access to the user's account
 - downtime caused by the user

1. Compensation

15 minutes: 10%
60 minutes: 20%
3 hours: 30%
9 hours: 40%
1 day: 50%

1. Rejection

- a. We reserve the right to deny the provision of compensation if:
 - you do not meet the conditions above
 - you are in violation of, or the Terms of Service are not met
- b. In special circumstances HostLabs reserves the right to reject compensation under their own discretion if this threatens the sustainability of the company.