



## RHS SERVICE LEVEL AGREEMENTS ("SLA")

These Renovo Service Level Agreements ("SLA") reflect Renovo's commitment to providing quality and reliable Services and reliability in its Platform Hosting "RHS" Services. The SLA is an integral part of your agreement with Renovo regarding your use of the RHS Services, and is a part of and hereby included in the Renovo RHS Agreement and Renovo's General Terms of Service as published from time to time at [www.RenovoData.com/legal](http://www.RenovoData.com/legal). All capitalized terms used by not defined herein have the same meaning as defined in the RHS Agreement and/or Renovo's General Terms of Service. In the case of any inconsistency in the SLA, the RHS Agreement and the General Terms of Service, this SLA shall apply only as to the specific inconsistency.

Upon placing an order (either online, by telephone or by receipt of payment by post mail) for our RHS Services and/or upon first use of our RHS Services, you become a "Customer" of Renovo and a "User" of our RHS Services. Upon becoming a Customer of Renovo or a User of the RHS Services, without further action on your or our part, you expressly acknowledge, agree to, and are thereby legally bound by these SLAs.

### **Network SLA**

Renovo is committed to providing quality service and reliability in its RHS Services. Renovo guarantees network uptime of 99.99%. We want our Customers to always be able to count on a high-speed, dependable connection to our network. Our Data Center is equipped to ensure maximum uptime in any situation.

In the event any Customer experiences anything less than 99.99% uptime of the Renovo Network in any one month a credit will be added to the account upon Customer's request. Network downtime is defined as the inability to transmit or receive data due to the failure of Renovo owned network equipment, excluding scheduled maintenance. Downtime starts from the point that affected Customer reports the fault, either by telephone or ticket, and ends at the point Renovo determines the issue to be resolved.

If Customer telephones in a fault, they must also raise a ticket by emailing [support@Renovo.com](mailto:support@Renovo.com) to provide a clear time stamp of the start of reporting the fault. If this is not possible, due to network difficulties, Customer should make note of the time that the call was made for future reference and SLA compensation calculations. Multiple faults in any one month will be added together to form the total uptime percentage in such month.

### **Network SLA Credits**

Should downtime occur, Customer may receive the following credits:

- Between 99.99% and 99.8% uptime, credit of 5% of the Monthly Service Fee.
- Between 99.799% and 99.44% uptime, credit of 10% of the Monthly Service Fee.
- Between 99.439% and 98.88% uptime, credit of 15% of the Monthly Service Fee.
- Less than 98.879% uptime, credit of 20% of the Monthly Service Fee.



***Hardware SLA***

If dedicated hardware is included in customer's RHS Agreement, hardware replacement or issue remediation is guaranteed to be complete within 4 hours of problem identification. The hardware replacement timer begins once customer opens trouble ticket and Renovo has determined the cause of the problem to be faulty hardware. The period of time it takes to troubleshoot the server and identify the problem is outside the 4-hour SLA.

In the event we are unable to replace the faulty hardware remediate issue within 4 hours, Renovo will credit the customer 5% of the Monthly Server Fee per additional hour of downtime incurred (up to 100% of customer's Monthly Server Fee).

***Excluded from SLA Credits***

No Customer may receive SLA credits totaling more than one month of service per affected server or Account.

Scheduled maintenance outages and interruptions to any server for a technical intervention designed to improve its operation will not be counted toward SLA credits.

**IF CUSTOMER'S ACCOUNT IS IN DEFAULT OR CUSTOMER IS OTHERWISE IN BREACH OF ITS CONTRACT WITH RENOVO, CUSTOMER IS NOT ELIGIBLE FOR SLA CREDITS.**

**RENOVO'S DECISIONS ON SLA CREDIT CLAIMS ARE FINAL**