

## SLA SERVICE SCHEDULE VTX Dedicated Server

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

### 1. SLA Description: Basic

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

**Credits.** If in any given calendar month, inaccessibility to your server for more than 130 minutes is caused solely by either the VTX Data Center LAN or the VTX backbone network, then VTX will credit your account 20% of that month's recurring charge.

**Exclusions.** This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance, (c) local loop faults, and (d) customer-enabled faults.

### 2. SLA Description: Enhanced

#### 2.1 Mirrored Server Disk Drives

VTX recognizes that server availability is critical to users. Servers configured with mirrored hard disk drives receive an enhanced SLA of 99.7% on VTX Dedicated Server Hardware in addition to the network uptime guarantee.

**Credits.** If in any calendar month, your VTX Dedicated Server hardware is down for more than 130 minutes, VTX will credit you 25% of that month's committed rate bandwidth fee plus that month's VTX Dedicated Server hardware fee.

**Exclusions.** This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance, (c) local loop faults, and (d) customer-enabled faults.

#### 2.2 Load Balanced or Clustered Servers

VTX Dedicated Server customers receive stronger SLAs if they subscribe to VTX Load Balancing services or Clustered servers.

VTX Dedicated Server customers subscribing to Load Balancing or Clustering receive a 99.97% Web site, FTP site or clustered server availability guarantee, instead of the standard 99.7% server availability SLA. The enhanced load balancing / clustering SLA is not, however, guaranteeing that any one server will be available 99.97% of the time, but rather the Web, FTP site or one of the clustered servers could be accessed.

Faults with web site design, including single points of failure in the server configuration hosted by VTX on behalf of the Customer or content replication, will neither be the responsibility of VTX nor be covered by the SLA. All servers must be configured with mirrored hard disk drives to qualify for the Enhanced SLA.

**Credits.** If in any calendar month, your Web or FTP site covered by the Enhanced SLA Agreement is down for more than thirteen (13) minutes, VTX will credit you 20% of that month's VTX Dedicated Server recurring charge.

**Exclusions.** This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance, (c) local loop faults, and (d) customer-enabled faults.