

MANAGED WEB HOSTING SERVICE LEVEL AGREEMENT (SLA)

THIS AGREEMENT is made this <<CurrentDay>> day of <<CurrentMonth>>, <<CurrentYear>> by and between <<Company>> ("Company") and <<CustCompany>> ("Customer").

The purpose of this Agreement (hereafter referred to as the "Agreement") is to set forth a detailed Service Level Agreement ("SLA") under which Company will provide a service to <<CustCompany>> in order to ensure the reliability and stability of all Web Hosting Services covered under this SLA.

Agreements

In consideration of the mutual covenants set forth in this Agreement, Customer and Company hereby agree as follows:

As a service, the standard Managed Hosting Service Level Agreement (SLA) with the Company is provided below.

1. Network Availability and Uptime.

<<Company>> guarantees that its Network and Connectivity shall be made available at all times. This 100% guarantee covers the availability of all Internet switches, peering, cabling, hubs, routers, DNS servers, load balancers, centralized servers, network appliances, backup and storage devices, management consoles, gateways and other

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Customer Initials _____