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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 equipment, now or in the future deemed as a requirement for connecting to the Internet and providing Company's services to Customer.

2. Infrastructure Availability and Uptime.

<<Company>> guarantees that its Infrastructure shall be made available at all times. This 100% guarantee covers the availability of all power requirements, components, HVAC, fire suppression, security systems, UPS/PDU, appliances, power cabling, phone systems and other infrastructure or equipment, now or in the future deemed as a requirement for maintaining the network infrastructure and providing

Customer Initials _____

Company's services to Customer. This infrastructure availability and uptime guarantee shall not extend to individual computer power supplies or computers or servers that are shut down due to excessive heat problems.

3. Uptime Guarantee and Customer Credits.

In the even that Customer suffers any "downtime" or lack of network or infrastructure availability, the Customer shall receive a credit on their account subject to the table below. All requests for credit must be made within ten (10) days from the occurrence of the downtime and must be made in writing via a support ticket. All credit requests must be verified by Company staff and credits may take up to thirty (30) days to show up on Customer's bill. Company reserves the right to revoke any credit for downtime issued that is later discovered to have been caused or attributed to Customer activity or external forces not related to Company network or hardware.

AVAILABILITY	CREDIT
95% - 99.9%	25%
90% - 94.9	50%
Under 90%	100%

4. <<Minutes>> Minute Hardware Replacement Guarantee.

Company warrants and guarantees that in the event of a critical component failure, Company shall replace such components at no cost to the Customer within <<Minutes>> minutes of Acknowledgement of the failure. Acknowledgement shall be defined as the creation of a support ticket for the customer by the Company concerning the critical failure, and the <<Minutes>> Minute Hardware Replacement Guarantee shall begin at this time. Critical components shall be defined as one as one or more of the following components: CPU / Processors, Memory (RAM), Motherboards, Network Interface Cards (NIC Cards), Hard Drives, Secondary Hard Drives and Disks, or any other required equipment. This SLA does not cover any special equipment that the Customer is using that

Customer Initials _____

the Company does not stock replacements for. This includes specialized storage devices, load balancers and networking equipment, optical drives, software and operating systems.

Failure on the part of the Company to replace critical components within <<Minutes>> minutes shall result in a << Insert Amount of Applied Credit >> credit applied to the Customer's account. All requests for credit must be

DEMO CONTRACT

This demo contract has been truncated. The complete 3 page editable version of this document is available in the Contract Pack template collections

<https://www.proposalkit.com/html/legal-contract-templates/web-hosting-contracts/web-site-managed-hosting-service-level-agreement-sla.htm>

Once you purchase, download and install a retail Contract Pack that includes this contract, the complete version of this contract will be inserted into your project.

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