



## InstantASP Hosted Services SLA

Revision v1.0

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### Power

InstantASP warrants that its supply of power shall be available at a level not less than 100% per month - the "Standard Service Level Guarantee".

This warranty excludes:

1. The failure of equipment not operated by InstantASP

### Notification of Outage and Service Interruption Events

An outage or service interruption event is defined when the Customer notifies InstantASP, which will be carried out in the first instance by use of our support ticketing system at <http://tickets.instantasp.co.uk/> or by telephone on +44 ( 0 ) 1565 832 827.

### Acts of God

In the event of suspension of Service due to a technical fault or act of God, InstantASP will use all possible endeavours to resume service with minimum delay but will not be responsible for loss suffered by the Customer.

InstantASP Ltd is a company registered in the United Kingdom. Company registration number 4924986.

## Availability

If the event reported as per the escalation procedure is confirmed by InstantASP then the Customer will receive service credit as calculated by the following formula:

The availability of the service shall be calculated at the end of each month in accordance with the following formula:

$$A = 100 - ((100 / X) * (Y - P))$$

### Where:

A = the availability of the service

Y = Total minutes of downtime

X = Total minutes in the month

P = Total minutes of planned downtime

Downtime is calculated from the time of notification of a fault by the Customer, and ends when the service is restored to full working order.

These times will be logged and notified via e-mail.

## Compensation

In the event that availability falls below the guaranteed level of 100% in any particular month, then InstantASP shall credit the Customer using the following guide:

% Availability - % Reimbursement - Maximum outage period (hours)

99.70 - 99.99 5 < 2.23

99.00 - 99.69 10 7.44

95.00 - 98.99 25 37.2

90.00 - 94.99 40 74.4

85.00 - 89.99 50 111.6

80.00 - 84.99 60 148.8

00.00 - 79.99 100 > 150

Reimbursement is of the monthly hosting charge.

Compensation only includes downtime where your hosted installation is not available. It does not cover bugs or problems within the software configuration. Upon notification of a problem within the software we will use our best efforts to resolve this as quickly as possible.