

*The People. The Technology. The Solution.*



Service Level Agreement [SLA] –  
Standard VMware HA/Cloud Environment

## Network

We guarantee that our data centre network will be available 99.999% of the time in any given monthly billing period, excluding scheduled or emergency maintenance. Network downtime exists when a server is not reachable as a result of a failure in the network infrastructure.

*SLA Credit for Network Downtime: 15% of the server fees for each 60 minutes of network downtime (or portion thereof), up to 100% of the monthly server fees.*

## Data Centre Infrastructure

We guarantee that data centre facilities and power will be operational 99.999% of the time in any given monthly billing period, excluding scheduled or emergency maintenance. Data centre infrastructure downtime exists when a server experiences a failure due to a malfunction of the HA cluster platform.

*SLA Credit for Data Centre Infrastructure Downtime: 15% of the server fees for each 60 minutes of data centre infrastructure downtime (or portion thereof), up to 100% of the monthly server fees.*

## Cluster Nodes

We guarantee the functioning of the HA/Cloud platform including node hypervisor and the ability for cloud servers to automatically restart on alternate nodes in the event of node failure; maintaining availability above 99.999%.

*SLA Credit for Cluster Downtime: 15% of the server fees for each 60 minutes of Cluster downtime (or portion thereof), up to 100% of the monthly server fees.*

## Migration

If a HA/cloud server migration is required because of a cluster malfunction, and we cannot perform a live vMotion, we will notify you at least 24 hours in advance of beginning the migration, unless we determine in our reasonable judgment that we must begin the migration sooner to protect server data.

*SLA Credit for Migration Downtime: 10% of the server fees for each 60 minutes of Migration downtime (or portion thereof), up to 100% of the monthly server fees.*