



Cloud Infrastructure Service Level Agreement

This Cloud Infrastructure SLA (Service Level Agreement) Applies to the KWDC Cloud Services.

➤ **Hardware Uptime Guarantee.**

In the event that the underlying cloud infrastructure fails and we are not able to power up your servers within 20 minutes of the reported outage we will credit your account 5% of your monthly bill and another 5% for every additional hour the server remains powered off.

➤ **Network Uptime Guarantee**

Network uptime will be provided at 100% from core routers and border equipment. Server network connectivity will be provided at 100% uptime where the event of connectivity loss is equal to 100% packet loss over 5 pings. KW Datacenter will provide credit in the event of a customer's network connectivity dropping below the provided 100% and the customer will be refunded 5% of the monthly bill for every hour where the packet loss remains at 100%.

➤ **Network Maintenance**

Network connectivity maintenance will be scheduled with 14 days prior notification sent to possible affected customers. Customers will be notified by preferred method listed in their account profile with KW Datacenter. Network maintenance will never be performed on redundant equipment at the same time and will invoke a 30 minute quiet window between redundant device maintenance. KW Datacenter reserves the right to perform maintenance at anytime in an emergency situation with no warning to customers. Information on emergency maintenance being performed will be displayed in our customer facing billing/ticket system.

➤ **Client responsibilities (Un-Managed)**

Application Continuity

KW Datacenter is not responsible for the operation of the server operating system beyond the out of box image deployed at customer setup. All software and updates need to be maintained by the customer and it's the customer's responsibility to address their own issues.

Data Backup

KW Datacenter is not responsible for data loss or corruption for any reason and the customer is responsible for scheduling and maintaining backups. KW Datacenter will put every effort to assist the customer in any situation with no responsibility for the end result.



➤ **Fully Managed Service (Optional)**

Managed Application Continuity

KW Datacentre provides additional services which include full OS level support right down to the application the service. We include network availability monitoring as well as physical storage consumption monitoring for extended service accessibility.

Managed Backup

KW Datacentre provides managed backup where we schedule, monitor and maintain backups on the required policy provided by the customer. Backups are setup to use the customer provided resources either included in their package or provided in addition.

➤ **Support Response**

All our services are accompanied by our complementary support which entitles the customer to open support tickets with the response time of 4 hours during the hours of 8AM to 9PM EST. In the event of a production down the customer can use the high severity option when opening the support ticket and those issues will be dealt with first with a response of 30 minutes. Customers which have a support or management contract will have a 20 minute response time including direct call access to support staff 24/7.

➤ **Refunds for SLA Commitment.**

The customer will be refunded as stated above where all outage problem data must be tracked through out support ticketing system and submission made no more than 7 days after the issue. Refunds in a month cannot exceed the monthly cost to the customer for the services provided by KW Datacenter.

For Questions regarding this SLA please contact your sales rep.