



SERVICE LEVEL AGREEMENT (SLA)

INTELLUTIONS, LLC (herein referred to as INTELLUTIONS) is committed to providing you with superior service and support. Our service level agreement (SLA) provides uptime and hardware guarantees if you have ordered a shared web hosting account, Ecommerce, VPS, or dedicated server and your account is in good financial standing.

Network Uptime Guarantee

Servers connect to the Internet through redundant high-speed connections on diverse backbones ensuring data delivery to the end user in the fastest, most efficient manner possible. INTELLUTIONS, LLC guarantees a 99.9% uptime excluding scheduled maintenance of 30 minutes per month and previously notified upgrades. Our provider's Cisco Powered Network combined with 24/7/365 monitoring by highly qualified network engineers and administrators, guarantee the functioning of all network infrastructure including routers, switches, and cabling.

Credits

In the event that there is network outage*, INTELLUTIONS, LLC will credit the monthly service charge for the following month's service as calculated below and as measured 24 hours a day in a calendar month, with the maximum credit not to exceed 25% of the monthly service charge for the affected month. Customer agrees that INTELLUTIONS, LLC will not be held responsible for any loss of sales or revenue as a result of network outages or website and server inaccessibility.

Server Availability	Credit
98%-99.9%	5%
96%-97.99%	10%
90%-95.99%	15%
89.99% or below	25%

*Network outage means any outage in which end customers are unable to access the customer's site, due to a failure in our provider's network. INTELLUTIONS, LLC is not responsible for connectivity issues resulting from failure of any other network than one which is solely owned by our provider. INTELLUTIONS, LLC will ONLY be held responsible for the provider's network and not for general conditions on the Internet. Delays that occur outside our provider's routers caused by backbone failures/congestion, interruption of or delay in transportation, unavailability of, interruption or delay in telecommunications, or third party services (including DNS propagation) resulting in degradation of service and high packet loss or similar conditions, cannot be guaranteed by INTELLUTIONS, LLC.

Hardware Guarantee

INTELLUTIONS, LLC guarantees the functioning of all dedicated server type leased hardware components and will replace any failed component at no cost to the customer. Hardware repair/replacement will begin immediately upon identification of the hardware failure. Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card, and other related hardware included under the server lease. The time required to repair/replace hardware does not include software reinstallation and/or data recovery from backup tapes/disks (time frame depends on size of disk).

Service Credit Request Procedure

In order for you to receive a credit on your account, you must request such credit **within 48 hours** after you experience hardware failure or network outage. You must follow these steps:

Send a request via email to sla@intellutions.com. Include all support ticket numbers in your email. Include your server name, your domain name, and your full address as shown on your invoices. Include dates and times of unavailability of your server and any additional information. Credits will usually be applied for the following month's service within 30 days of acceptance of the request. Credit to your account shall be the sole and exclusive remedy in the event that there is a network outage or hardware failure.

Claims Review Process

All claims must be submitted via email to sla@intellutions.com. Claims will be acknowledged within two business days and reviewed within ten business days of receipt. Upon coming to a decision, the customer will be notified via email whether the appropriate service credit will be issued on the next invoice or reject the claim by specifying the basis for rejection.