



## Service Level Agreement

### Guaranteed 100% Electrical Power Uptime

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#### Applies to all Amoxx clients

By signing up for Amoxx's services on the Internet, or by using any other means of subscription including subscription via a third party, a sales representative or commercialization partner, the Customer benefits from the present satisfaction guarantee if the Customer is billed directly by Amoxx.

#### Who may benefit from the guarantee?

The following guarantee is applicable to the renewable services offered by the Amoxx that include an electrical supply port or an amp circuit: the server of Managed Independent Solutions.

#### Guarantee Terms

Amoxx guarantees the electrical power supply of its datacenter with a 100% uptime for all Customers subscribed to a solution which includes an electrical supply port or an amp circuit. During one month, power outages shall never occur. If it should happen, Amoxx will compensate the Customer with a credit equivalent to one day for the first 45 minutes of unavailability and one day of credit for each of the following hours. The credit can be claimed up to the monthly amount paid for the service. This unavailability must be caused by problems directly related to the datacenter's electrical supply or to Customer's Account or bay's power supply.

#### Exclusions

The guarantee is limited to electrical power unavailability due to hardware directly owned and operated by Amoxx, its vendors, partners or one of its direct suppliers. The guarantee excludes electric power unavailability due to natural disasters (Act of God) such as Hurricane, Lightning Storm, Earthquake, Flood etc. Any request for credit concerning a problem other than electrical power supply will be analyzed and treated individually as an independent request which is not subject to the electrical power supply guarantee.

#### Claim Procedures

All claims concerning this guarantee must be done using the standard Request Support located in the 24x7 Support section of Amoxx's web site. All requests must be made within seven (5) days following the end of the month in question. Claims must include the time of the start of the unavailability, the time of the return to normal, the name of the Customer, the Customer's main affected URL and the Customer's Account ID. Any incomplete reclamation will be discarded. The request will be processed within 10 to 20 days following its reception.

#### Guarantee Contract

The guarantee is automatically valid for all of Amoxx's subscribers. Amoxx reserves the right to modify the present guarantee at any time, without notice. The modifications will be shown on this page. If the Customer wishes a written confirmation of this guarantee, please fax this page to +65.62739962 and Amoxx will return it signed and approved.