



Service Level Agreement

Guaranteed 4-hour Hardware Replacement

Page 1 of 1

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 hardware replacement guarantee if the Customer is billed directly by Amoxx. As certain restrictions apply, please read the following detailed description.

Who may benefit from the guarantee?

The following guarantee is applicable to the renewable services offered by Amoxx that include computer hardware rental which are under Managed Independent Solutions.

Guarantee Terms

Amoxx guarantees to its clients that defective hardware of Amoxx's server will be replaced within 4 hours of signalling the problem via the 24/7 emergency telephone line, regardless of the time of day. In case of hardware unavailability, a temporary server of similar specifications (if available) will be offered to the Customer. If the hardware replacement has not been completed within 4 hours and a temporary server has not been made available within this same delay, Amoxx will compensate its customers 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.

Exclusions

The guarantee is limited to the hardware owned by the Amoxx and/or its vendors, and rented by the Customer. The guarantee provides replacement of defective hardware(s) and the basic reinstallation of the operating system (if necessary). Once back online, the server will be identical to when it was first delivered. This guarantee does not include data backup nor data restoring. The guarantee only applies to critical hardware failures that affect the server availability.

Claim Procedures

All claims concerning this guarantee must be done using the standard document located in the 24x7 Support section of Amoxx's web site. All requests must be made within five (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 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.