



## Service Level Agreement

### Guaranteed Service Satisfaction

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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 Amoxx except for those enumerated in the exclusion clause. All Customers of renewable services whose Accounts are in order, which have no unpaid balance, are eligible for the present guarantee.

#### Guarantee Terms

If the Customer is dissatisfied with Amoxx services and wish to resiliate the subscription, let Amoxx know within 30 days following your accounts activation by submitting a cancellation request available in the 24x7 Support section of Amoxx's web site. Within this delay and without any additional requirements or explanations, Amoxx will completely reimburse the Customer for the monthly fees paid, elapsed or prepaid. Such reimbursement covers only on Customer's monthly pre-paid subscription basic excluding details from the Exclusion section.

#### Exclusions

The present guarantee does not apply to extra management (administration) packages, Domain Names, bandwidth or traffic billing, additional work billed hour, Setup fees and Rapid-Fire Programme.

#### Claim Procedures

In order to terminate an Account and claim the satisfaction guarantee, the owner of the Account must send a request within thirty (30) days of the Account's activation, using the Request Support in the 24x7 Support section of Amoxx's web site. The subject must state "Account Cancellation" following the message stating the affected URL and Account ID. Up to the Subscriber's preferences, reasons for the cancellation may be stated for Amoxx's references. 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.