



IQnection Internet Services, Inc.
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IQnection Internet Services, Inc. Service Level Agreement (SLA)

IQnection Internet Services, Inc. is committed to providing the highest quality service to all customers. To support this commitment, IQnection Internet Services, Inc. gives the following service level guarantees (SLA) and observes the following schedule of penalties for any failure to meet those guarantees.

Network Availability

IQnection Internet Services, Inc. guarantees that its network will be available 100% of the time in a given month. Service unavailability resulting from network unavailability will be included in the Network Service Availability calculation. Network Availability is defined as IQnection Internet Services, Inc. network's ability to pass incoming and outgoing TCP/IP traffic. This does not include: problems on the customer's portion of the network, interruptions of service caused by denial of service or similar attacks or other forms of intrusion, the services or software running on your server. Downtime is measured from the time the trouble ticket is opened until the issue is resolved.

Guarantee: Upon experiencing downtime, IQnection Internet Services, Inc. will credit the customer 2.5% of the monthly fee for each 15 minutes of downtime (up to 100% of customer's monthly fee for the affected server).

Infrastructure

IQnection Internet Services, Inc. guarantees that the critical infrastructure systems will be available 100% of the time in a given month, excluding scheduled maintenance. Additionally, IQnection Internet Services, Inc. provides real time monitoring of all critical infrastructure systems for managed dedicated server clients, including server hardware, firewalls, routers, switches and power. Infrastructure unavailability caused by denial of service attacks, mail bombing, and other DOS techniques is not included in uptime/downtime calculations or IQnection Internet Services, Inc. SLA. Downtime is measured from the time the trouble ticket is opened until the issue is resolved.

Guarantee: Upon experiencing downtime, IQnection Internet Services, Inc. will credit the customer 2.5% of the monthly fee for each 15 minutes of downtime (up to 100% of customer's monthly fee for the affected server).

“Your Intelligent Connection”

Hardware

IQnection Internet Services, Inc. guarantees the functioning of all hardware components and will replace 100% of any failed component at no cost to the customer for whatever reason. In the event of a hardware failure, IQnection Internet Services, Inc. will coordinate with the client to transfer effected services to a standby server, or schedule downtime with the client in order to replace the failed hardware. Additionally, for managed dedicated server clients, IQnection Internet Services, Inc. provides pro-active hardware monitoring of all critical hardware components, including internal server temperature, disk capacity, disk i/o errors, memory usage, memory errors, CPU usage, overall server load and network usage. IQnection Internet Services, Inc. will proactively fix all hardware error upon detection, or upon client notification. Downtime is measured from the time the trouble ticket is opened until the issue is resolved.

Guarantee: Upon experiencing downtime, IQnection Internet Services, Inc. will credit the customer 2.5% of the monthly fee for each 15 minutes of downtime (up to 100% of customer's monthly fee for the affected server).

Scheduled Maintenance

To guarantee optimal performance of the hosting infrastructure, it is necessary for IQnection Internet Services, Inc. to perform routine maintenance on the servers and network devices. Such maintenance often requires taking a server offline. These services are typically performed during off-peak hours. Downtime is measured from the time the trouble ticket is opened until the issue is resolved.

Guarantee: IQnection Internet Services, Inc. will give clients advance notice of server maintenance requiring the servers to be taken off-line. If this does not occur, upon experiencing downtime, IQnection Internet Services, Inc. will credit the customer 2.5% of the monthly fee for each 15 minutes of downtime (up to 100% of customer's monthly fee for the affected server).

Service Credit

We take the uptime of your website seriously, and that is why you are able to receive a refund for up to 100% of the monthly service fees paid during the month for which the refund is to be issued. To receive a SLA credit for any of the above reasons, IQnection Internet Services, Inc. customers should contact their account manager. SLA credit requests must be made in writing within 30 days from the time of when the trouble ticket was first reported.