HostedBizz Service Level Agreement

Last Updated July 8, 2018

This document outlines the responsibilities from a support prospective as well as a service level agreement for both HostedBizz Inc. and our Customers.

1. **Responsibilities**

   All Cloud Infrastructure Services Provided by HostedBizz

   * The reseller is responsible for first line support to their customers and must establish their own SLA in this regard.*

HostedBizz Inc	Reseller
Network connectivity	Security
Power for the servers	System administration
Hardware failures/repair	Maintenance
Maintain Control Panel availability	Any other responsibilities not listed above in the HostedBizz list of responsibilities
Initial HostedBizz server deployment	

2. **Work Requests Out of Responsibilities Scope**

   All work requests that are not covered under the responsibilities above will be considered for billable support upon submission via our web form or your account team. Rates vary depending on the scope of the request.

3. **Service Availability**

   Our target availability for our physical servers is 99.99%. Target availability time is calculated on a monthly basis and is impacted by Power and Network availability to our physical servers only, excluding hardware failures.

   Upon failure of meeting our availability standards as outlined above, customers will be credited 10% of their monthly costs for that specific service for that specific month that the outage took place for every 0.5% that availability falls below the standard, to a maximum of 50% of that particular services monthly fee to the customer.

   Outage time is calculated from the time of the initial customer ticket to the time when power and or network availability have been restored to our physical servers.

4. **Submission of Ticket Response Times**

Emergency Support: Please call 1-855-GO-Hosted
Emergency support tickets are targeted for a 2-hour call back time. Outages will be reported on https://twitter.com/HBizz_Support

5. **All Other Support Tickets**

All other support tickets are targeted to receive a response within 24 business hours of the initial ticket being opened.

6. **Operational Support**

Phone & Email Ticket support daily from 8am–5pm EST.
1-855-464-6783
support@hostedbizz.com