
Addition Networks, a division of Merrimack Education Center

This Service Level Agreement (SLA) documents Addition Networks' commitment to provide consistent access to Web Hosting Services.

1. Addition Networks' Target Hosting Service Objectives

Web Hosting Services availability of 100% of the time, calculated monthly. This excludes any scheduled maintenance, emergencies, or causes beyond Addition Networks' reasonable control.

2. Scheduled Maintenance

Planned down times will be scheduled with a minimum one (1) week email to the Customer. Broadcast email messages will be sent to all Customers and notices will be posted on Addition Networks' website <http://www.AdditionNetworks.net/support.cfm>.

3. Emergency Restoration

Addition Networks' servers are backed up on a nightly basis for the purpose of emergency restoration. When emergency restoration is required, Addition Networks will provide as much lead-time as possible, and will always strive to minimize the impact on Customers.

4. Service Response Time (SRT)

Addition Networks strives to restore Customer services in a timely manner. In the event of an outage, our goal is to achieve a 15 minute response to notify Customer's designated contact, and a SRT of (one) 1 hour (length of trouble ticket resolution for the service interruption per outage). Repair times are contingent on Addition Networks having prompt access to the necessary equipment and infrastructure at the Customer location. Problems that require technicians to dispatch identified after 4:00 pm will be scheduled first call on next business day.

5. Performance Guarantee Credit Structure and Amounts

- a. Web Hosting Services and Applications Outage Definition: Credits are based upon Web Hosting Services and Applications unavailability (after CPE is eliminated). Unavailability in a calendar month consists of 5 minutes or greater, that Addition Networks' Web Hosting Services and Applications was not available, other than for Scheduled Maintenance during non-business hours.

- b. Calculation: The SRT will be based on the service interruption time per service or application for each interruption event. The SRT time starts when a trouble ticket is opened after a service interruption, by Addition Networks' Technical Support or the Customer, and concludes with the restoration of the service or application.
- c. Credit Amounts: If Addition Networks fails to meet the SRT Performance Guarantee in any calendar month, the Customer's account shall be credited 15% of the monthly recurring charge for the affected services for each incident for which SRT exceeds (one) 1 hour.

6. Exclusions

Exclusions include Scheduled Maintenance, or any unavailability due to:

- a. Outages related to Customer responsibilities as defined in the contract and outages beyond Addition Networks' network.
- b. Problems related to the Customer's local area network (LAN) or any service failure caused by power outages in Customer's location or acts of hacking or denial of service by a third party attacking Addition Networks' network or the Customer's, acts of God, war, terrorism, and severe weather conditions.
- c. Applications, equipment or facilities under the control of the Customer.
- d. Changes to the hosted web site or application made by the Customer.

7. Monitoring

Web Hosting Services are monitored on a 24 hour/7 days per week basis. In the event of a major service outage, our system alarms automatically notify our Support Staff about the problem.

8. Performance Reporting

Addition Networks' performance reporting is maintained on our backbone monitoring system and can be provided via email on a weekly basis or accessed through a web browser, secure Customer account access 24 hour/7 days per week.

- a. Reporting includes: SLA metrics, Addition Networks contact information, and access to Addition Networks' trouble ticket system.

9. Notification

Addition Networks provides fault notification for the devices that provide Web Hosting Services and applications access to the Customer. Addition Networks'

Technical Support will create a trouble ticket and will notify Customer's designated points of contact within 15 minutes of Addition Networks' determination of a major service failure. Addition Networks will notify Customer's designated points of contact via multiple methods of contact (e.g. telephone, email, pager, etc.) as mutually agreed upon with Customer.

10. Technical Support

For technical information or assistance of a non-emergency nature during regular business hours (7:00 am-4:30 pm Eastern Time), contact Technical Support at (978) 275-1600 Option 1 or by email at support@AdditionNetworks.net.

11. Emergency Support Guidelines

Customer may report any service problem to our Network Operation Center (NOC) 24 hours a day, 7 days a week. The telephone number is (978) 275-1600, Option 1. Before calling, please have the following information available so that your call can be handled more efficiently:

- a. Customer name
- b. Name of caller and call back information
- c. Type of problem
- d. A detailed description of the nature of the call

12. SLA Amendments

Addition Networks may revise, update, or improve this SLA, from time to time, as required and it is expected that revisions to this SLA may include; but are not limited to, performance objectives, definitions, process improvements, SLA wording to improve usability, etc.