



# **Service Level Agreement**

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Zone Networks has developed this Service Level Agreement (SLA) to promote the reliability of our services, emphasise our commitment to providing the highest levels of network uptime and document our policies for compensating Customers where our services do not exceed the stated minimum performance levels as detailed in this SLA.

Your use of Zone Networks services constitutes your acceptance of this Policy. Zone Networks reserves the right to modify this policy at any time.

Should you have any questions regarding this Agreement, or any of our other policies, please contact us by emailing [sales@zonenetworks.com.au](mailto:sales@zonenetworks.com.au).

Last updated 30 Jan 2018.

## **1. Definitions**

- 1.1 “Customer” refers to the person or organisation purchasing or receiving a product or service from Zone Networks.
- 1.2 “Service” or “Services” refers to the products or services ordered from Zone Networks including but not limited to web hosting, dedicated servers, cloud and virtual servers, managed services, colocation, IP transit and domain names. The nature of these Services is identified via the Customer’s Client Area.
- 1.3 The “Provider”, “Zone Networks” refers to Zone Networks Proprietary Limited, with ABN 83 136 050 578 and ACN 136 050 578.
- 1.4 “MyAccount” refers to the billing account supplied to the Customer upon registration, accessible at <https://myaccount.zonenetworks.com.au/clientarea.php>.
- 1.5 "CloudLinux" means server-side software that monitors resources to ensure operation within set limits.
- 1.6 "Monthly Downtime" is calculated over a 31 day month.

## **2. Our Goal**

- 2.1 Zone Networks goal is to achieve 100% availability across all Service(s), and for all Customers.
- 2.2 Zone Networks maintains a fully redundant Juniper core network, utilities enterprise grade Dell hardware, EMC Storage and a variety of other technical features to achieve maximum uptime.

**3. This SLA only applies to selected Zone Networks services, as defined in the following list**

- Dedicated Servers SLA 99.9%
- Colocation SLA 99.9%
- Cloud Servers SLA 99.99%
- Cloud Shared/Reseller Hosting SLA 99.9%
- VPS & SSD VPS Hosting SLA 99.9%
- Domains Not Covered
- SSL Not Covered

**4. Uptime Guarantee, Credit & Remedy**

In the event of Monthly Downtime as defined below, Zone Networks will, at the Customer's request, credit the Customer's account in accordance with the table below

**4.1 Dedicated Servers**

<b>Service Availability</b>	<b>Monthly Downtime</b>	<b>Credit Percentage</b>
100% to 99.9%	Up To 44 minutes	0%
99.9% to 98%	Between 44 minutes and 14 hours 52 minutes	20%
98% to 95%	Between 14 hours 53 minutes and 37 hours 12 minutes	60%
Less than 95%	More than 37 hours 12 minutes	100%

## 4.2 Colocation

Service Availability	Monthly Downtime	Credit Percentage
100% to 99.9%	Up To 44 minutes	0%
99.9% to 98%	Between 44 minutes and 14 hours 52 minutes	20%
98% to 95%	Between 14 hours 53 minutes and 37 hours 12 minutes	60%
Less than 95%	More than 37 hours 12 minutes	100%

## 4.3 Cloud Servers

Service Availability	Monthly Downtime	Credit Percentage
100% to 99.95%	Up To 22 minutes	0%
99.95% to 98%	Between 22 minutes and 14 hours 52 minutes	20%
98% to 95%	Between 14 hours 53 minutes and 37 hours 12 minutes	60%
Less than 95%	More than 37 hours 12 minutes	100%

## 4.4 Cloud Hosting (Shared/Reseller Hosting)

Service Availability	Monthly Downtime	Credit Percentage
100% to 99.9%	Up To 44 minutes	0%
99.9% to 98%	Between 44 minutes and 14 hours 52 minutes	20%
98% to 95%	Between 14 hours 53 minutes and 37 hours 12 minutes	60%
Less than 95%	More than 37 hours 12 minutes	100%

## 4.5 VPS & SSD VPS Hosting

Service Availability	Monthly Downtime	Credit Percentage
100% to 99.9%	Up To 44 minutes	0%
99.9% to 98%	Between 44 minutes and 14 hours 52 minutes	20%
98% to 95%	Between 14 hours 53 minutes and 37 hours 12 minutes	60%
Less than 95%	More than 37 hours 12 minutes	100%

Unless specified, all other Service(s) do not offer any credit percentage for service availability that is less than 100%.

## 5. Exception & Service Outages

- 5.1 An outage refers to any interruption of services covered under this Service Level Agreement, where the content of Customers service is unavailable for access via HTTP and/or HTTPS, as measured by Zone Networks.
- 5.2 Where an outage continues for a period of more than 5 minutes, then such outage will be deemed Downtime.
- 5.3 Where Zone Networks determines the outage is related to faulty hardware, downtime is calculated from when Zone Networks has acknowledged the fault is due to hardware failure to when Zone Networks either replaces the faulty components or provisions a new server and powers the server on. Time taken to reload software, rebuild RAID arrays and/or assist Customer with restoration of backups is excluded for the purpose of calculating downtime.
- 5.4 Unless expressly stated to the contrary, the following do not constitute outages or downtime as defined above and no credit will be due to the Customer for downtime calculated where:

- The problems relate solely to FTP, POP, IMAP, SMTP and/or Web mail;
- Scheduled or emergency maintenance is performed and that maintenance is advised via email to the Customer prior to the maintenance being performed;
- Any failure or delay that is due in whole or in part to circumstances beyond the reasonable control of Velocity Host, including without limitation, acts of any government authority, war, sabotage, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or delay in telecommunications, upstream provider(s) or third party services, failure of third party software (including but not limited to cPanel, MSPControl Panel, Softaculous, Veeam, WHMCS, eCommerce software, payment gateways, statistics or free scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of Services;
- DNS issues occur outside the direct control of Zone Networks, including but not limited to, DNS propagation;
- Downtime results from any act or omission of the customer (or their authorised agent), including without limitation, custom scripting or coding (e.g. CGI, Perl, HTML, ASP, PHP etc), negligence, wilful misconduct, or use of the Services in breach of Zone Networks Terms and Conditions of Use and Acceptable Use Policy;
- Email or webmail delivery and transmission;
- Outages elsewhere on the Internet hinder access to your account.
- SLA breaches reported by third party monitoring services belonging to or engaged by the Customer.
- Denial of Service (DoS) or Distributed Denial of Service (DDoS) attacks against a Customer(s) or our network.
- Court orders or similar legal proceedings, brought against the Customer, which prevent Zone Networks from providing a specific service to the Customer.

- CloudLinux making the Service unavailable due to excessive resource consumption.

## **6. Customer Claims Process**

- 6.1 In order to receive a credit, Customer must make a formal request by opening a support ticket via their MyAccount account. Customer must quote Customer's account name or Company name, and the dates and times of the unavailability of Customer's services. All claims must be received within 7 days of the end of the month in which the outage(s) occurred. If the Downtime is confirmed by Zone Networks, credits will be applied to your next scheduled billing cycle after receipt of Customer's request. Credits are not refundable and can only be used towards future billing charges.
- 6.2 The total amount credited to a Customer in a particular month under this Agreement shall not exceed the total recurring monthly contract fee for Service(s) paid by Customer. Excess data fees, management package fees, software licence fees and additional products/services fees are excluded from all calculations for credits.

## **7. Investigation of Service interruptions**

- 7.1 At Customer's request, Zone Networks will investigate any report of Downtime, and attempt to remedy any Downtime expeditiously. If Zone Networks reasonably determines that all services furnished by Zone Networks are functioning properly, and that Downtime arose from some other cause, Zone Networks can continue to investigate the Downtime at Customer written request and expense.
- 7.2 In the event that Customer disputes the amount of Downtime calculated by Zone Networks, Zone Networks will assign a technical support manager to review the monitoring logs, Customer emails and any other relevant information, and provide Customer with details of this review. If there is still dispute following the provision to Customer of a detailed review, the onus



rests with the Customer to provide evidence to the contrary. Zone Networks management reserve the right to assess any evidence provided by Customer and provide Customer with a final decision.

## **8. Modifications to SLA**

8.1 Zone Networks reserves the right to modify this SLA at any time. All modifications will be posted on the Zone Networks website.

## **9. Sole Remedy**

9.1 The terms and conditions contained within this Service Level Agreement shall be the Customer's sole remedy and Zone Networks sole obligation for any Downtime.