

## **Service Level Agreement**

PebbleHost is dedicated to supplying all services to our respective clients at 100% uptime at an efficient and professional level. This SLA or also known as the Service Level Agreement applies to all shared clients. The Client agrees that measurements via our internal support team will establish the necessary support and or level of services required. In the event you wish to claim SLA Credit please open a billing ticket.

Service Downtime is any unplanned interruption in Service Availability during which the Client is unable to access the services as described in preceding section, provided the interruption is determined to have been caused by a problem in the immediate PebbleHost services and or network segment as confirmed by PebbleHost Services. Downtime is measured as the total length of time of the unplanned interruption in Service Availability during a calendar month. PebbleHost is not responsible for any unplanned outages due to third-party software/hardware failure.

Service level agreement credit occurs after a service has been unreachable for more than 15 consecutive minutes. For each hour of consecutive downtime after the 15 minutes the client will be credited 1% of the effected services' monthly bill up to 100% of the value of the service.

### ***Service Level Agreement Exclusion.***

We here at PebbleHost appreciate and care about all our clients but as such some limitation and or exclusions must be subjected to this agreement. Therefor performance credit an or general credit and refunds will not be applicable within the following events.

- a. Acts of God; in the event downtime is suffered due to extreme weather at data centres and or any other means defined by legislation will not be covered.
- b. Any unlawful activities against the client and or caused by the client; such as DDOS attacks, server illegal activities and terminations.
- c. Internet unavailability due to client issues; In the event the client's own internet and or uptime is interrupted not caused by PebbleHost.
- d. And/or exceeding resourced allocated by the Clients plan.
- e. If PebbleHost believes the SLA claim to be fraudulent.