

## SERVICE LEVEL AGREEMENT- KNOW OUR SLA!!!

We guarantee a **99.9% network uptime**. If in any given month we fail to meet this guarantee a VPS9 customer is eligible for a credit on their current hosting account.

**You must meet the below requirements in order to be eligible for an SLA credit:**

- ✓ Your account must be in good standing.
- ✓ All requests must be submitted within 5 days of the reported downtime.
- ✓ All requests must contain a ticket # of the service interruption.
- ✓ You must **submit a ticket through our helpdesk** (<https://www.vps9.net/billing>) to the billing department.

SLA Credit will be generated as follows based on your monthly Renewal Price: **Uptime Guarantee SLA Credit**.

**VPS9.net is not responsible for downtime related to the services listed below and as such will not issue credits for the following:**

- ✓ Internal services such as MySQL, Apache, PHP, etc.
- ✓ **Scheduled downtime** or planned maintenance.
- ✓ Interruption of service due to unpaid invoices, abuse notifications and violations of TOS.
- ✓ ISP or **local connection problems**.
- ✓ Customer-controlled downtime.
- ✓ Acts of **Force Majeure**.

**Note :** This SLA is subject to change at the sole discretion of VPS9.NET and will be updated on the web site. Any changes made to this SLA will take effect 5 days after it is published.