

SERVICE LEVEL AGREEMENT - WEB PLANS

Inclusions	Bronze	Silver	Gold	Platinum
Data Storage ⁽¹⁾	✓ 1gb	✓ 10gb	✓ 100gb	✓ 300gb
Data Transfer Limit ⁽¹⁾	✓ 10gb	✓ 50gb	✓ 200gb	✓ 800gb
Google Analytics	✓	✓	✓	✓
Annual Up Time KPI	99.9	99.9	99.99	99.999
Virus/SPAM/Phishing		✓	✓	✓
SPAM (User Manage)		✓	✓	✓ user
Business Email Accounts	✓ 10	✓ 50	✓ 200	✓ unlimited
Software Updates		✓	✓	✓
Security Patch Updates		✓	✓	✓
1 st Level Support Help Desk	1 x 15mins	2 x 15mins	4 x 15mins	✓ 2 hr
2 nd Level Technical Help Desk		1 x 15mins	2 x 15mins	✓ 1 hr
Priority Care Response ⁽³⁾	best effort	best effort	✓ 8 hrs*	✓ 4 hrs*
Priority Care Resolution ⁽³⁾	best effort	best effort	✓ 24 hrs*	✓ 12 hrs*
Disaster Recovery Backup	✓ quarterly	✓ monthly	✓ weekly	✓ daily
24 Hour Support Manager ⁽⁴⁾				✓
FTP Image Upload				✓
Software Escrow Download ^{(5) (6)}				✓
Software Warranty ⁽⁷⁾	3 months	1 year	2 years	3 years
Minimum Monthly Fee ⁽²⁾	\$79	\$199	\$399	\$999

⁽¹⁾ Excess Data is charged at \$0.099/MB for Data Storage and Data Transfer and the included server space is calculated by taking the monthly peak usage of your storage including all email mailboxes managed under this account.

⁽²⁾ SLA Fees are due monthly in advance from the go-live date of the project.

⁽³⁾ Business Hours quoted and timeframes are best effort targets.

⁽⁴⁾ 24 hour support includes free resolution for Platinum SLA Plans of hardware or software faults and associated data corruption but does not include issues outside the direct control of Aspedia such as DOS Attacks, Hacking, and User created issues. For other SLA Plans a fee for service will be charged.

⁽⁵⁾ Escrow costs are a minimum of \$500 per copy but may vary dependent upon the third party service you choose.

⁽⁶⁾ Pricing of the Service Level Agreement excludes any domain name registration or delegation fees.

⁽⁷⁾ Software Warranty refers to features specifically referenced in your Functional Design Brief only.