ISI Co-Location and Hosting Service Level Agreement

The following SLAs are available to all ISI customers. If your business requires a higher SLA, please discuss that with your ISI account team for inclusion into your service agreement.

- ISI endeavors to have the content of your systems available for TCP/IP access by third parties 99.9% of the time.
- ISI will monitor your system availability via ICMP (ping) access from both local and remote networks. Data points for measuring availability will be collected every 5 minutes.
- In the event that there is no system availability, ISI will credit the monthly service charge for the Service as calculated below and as measured 24-hours a day in a calendar month, with the maximum credit not to exceed the monthly service charge for the affected month:

System Availability	Credit
98% to 99.8%	10%
95% to 97.9%	25%
90% to 94.9%	40%
89.9% or below	60%

- ISI endeavors to provide your collocated systems full power (at the level contracted) for no less than 100% of the time.
- ISI monitors all power systems to ensure that continuous availability is provided. In the event of a power failure in any portion of ISI's Co-Location facility that directly affects your equipment or network connectivity, ISI will credit you for 1 day of services for each 60 minutes of power outage, starting with the moment the power outage occurs. For example, a power outage of 64 minutes would yield a service credit of two (2) days.

- In order for you to receive a credit on your account, you must request such credit within thirty (30) business days after you experienced the unavailability. You must request credit by sending an e-mail message to SLAcredit@dntp-ip.com.

- The contents of this request must contain your company name as shown on your invoice, the dates and times of the unavailability of your systems, and such other customer identification requested by ISI. Credits will usually be applied within thirty (30) days of your credit request. Credit to your account shall be your sole and exclusive remedy in the event there is no network availability. ISI will check maintenance and service record for the period in question to verify outage and

provide credit if appropriate.

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Credits shall not be provided to you in the event that you have no web site availability resulting from:

- scheduled maintenance as posted from time to time,
- your behavior or the performance or failure of your equipment, facilities or applications, or
- circumstances beyond ISI's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of interruption or delay in telecommunications or third party services (including DNS propagation), failure of third party software or hardware or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of your systems.

ISI has operations staff on duty 7 x 24 x 365 to respond to service issues, network issues, and customer emergencies. As a collocation customer of ISI, you will receive a written escalation procedure for obtaining business hours support and after hours support. ISI will usually respond immediately to phone calls or messages delivered to our Network Operations Center and will guarantee an acknowledgement call-back or email response within 15 minutes of receiving the message. ISI cannot guarantee the resolution time for various issues, however, during an active issue, periodic status updates (Once Per 30 Minutes) can be made upon request by the customer. This should be reserved for "Down" situations, and not during normal maintenance or configuration change requests. If ISI fails to acknowledge a legitimate request to our Network Operations Center within the 15-minute response period, your account will be credited with 1 (one) hour of complimentary maintenance service time. This SLA is only valid for requests made through the ISI's Network Operations Center staff at the phone number provided upon implementation of your hosting services. E-mail requests to ISI's support team will be queued and processed in a first-come, first-served basis.

ISI provides up to 1 hour of complimentary maintenance services to each collocation client each month. Any maintenance requests that involve or are generated by the customer's equipment, software, servers, or web sites will be responded to and handled as billable service time first toward the complimentary service time, and then billable to the customer's account with ISI. This includes issues such as application server lockups, drive failures, etc.

For the purposes of usage tracking, all service time is tracked in 15-minute increments with a 15-minute minimum, except on-site visits, which accrue under a 30-minute minimum.