

wialon

Customer Service Procedure under Wialon Data Center SLA

During the use of Wialon Hosting web-based solution stored and administered in Wialon Data Center customer services shall be covered in the manner described below:

Wialon Hosting shall be operational and available to the Customer for at least 99.5 % of time in any calendar month. In the times of service failures due to the fault of Gurtam, the Customer may be eligible for any remedy stated in the «Service Credit» section of this document.

Definitions to be applied to the Wialon Data Center SLA:

Downtime	>	the service period characterized by more than 30% user error rate due to the fault of Gurtam								
Product Covered Services under Wialon Data Center SLA	>	the use of Wialon Hosting software, stored and administered in Wialon Data Center								
Monthly Uptime Percentage	>	the total number of hours in a calendar month minus the number of hours of Downtime suffered in a calendar month, divided by the total number of hours in a calendar month								
Service Credit	>	the remedy for the Customer to get Credit days for using Wialon Hosting stored and administered in Wialon Data Center								
Customer Credit Service	>	<table><thead><tr><th>Monthly Uptime Percentage</th><th>Days of service added to the service term at no charge to the Customer</th></tr></thead><tbody><tr><td>< 99.5% - >= 99.0%</td><td>3</td></tr><tr><td>< 99.0% - >= 95.0%</td><td>7</td></tr><tr><td>< 95.0%</td><td>15</td></tr></tbody></table>	Monthly Uptime Percentage	Days of service added to the service term at no charge to the Customer	< 99.5% - >= 99.0%	3	< 99.0% - >= 95.0%	7	< 95.0%	15
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Customer Must Request Service Credit	>	To receive any of the Service Credits described above, the Customer must immediately report the Downtime to Gurtam Support Department. Upon careful examination of the Downtime by the company, the Service Credit for Wialon Hosting shall only be compensated should the failure be caused by Gurtam								