



# Service Level Agreement (SLA)

Updated: 11/20/2023

## 1. General Agreement

1.1. Enzonix is dedicated to supplying all services to our respective clients at 99.95% uptime at an efficient and professional level. This SLA or also known as the Service Level Agreement, applies to all dedicated and 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 resulting in 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 Enzonix services and or network segment as confirmed by Enzonix LLC. Downtime is measured as the total length of time of the unplanned interruption in Service Availability, during a calendar month. Enzonix is not responsible for any unplanned outages due to third-party software/hardware failure or otherwise. Service level agreement credit occurs after a service has been unreachable for more than 30 consecutive minutes. For each hour of consecutive downtime after the 30 minutes the client will be credited 1% of the effected services' monthly bill up to 75% of the value of the service.

## 2. Exclusions

2.1. We here at Enzonix LLC appreciate and care about all our clients but as such some limitations and or exclusions must be subjected to this agreement. Therefore, performance credit or general credit and refunds will not be applicable within the following events:

- 2.1.1. Unexpected Weather
- 2.1.2. Unlawful Activity
- 2.1.3. DDoS Attacks
- 2.1.4. Client Based Internet Failure
- 2.1.5. 3<sup>rd</sup> Party Downtime
- 2.1.6. Excessive Resource Abuse
- 2.1.7. Deprecated Plans
- 2.1.8. If we believe your SLA claim is fraudulent