

wialon

The Customer Service Procedure under the Wialon Data Center SLA

During the term of use of Wialon Hosting web-based solution located in Wialon Data Center the Customer services shall be covered in the manner described below:

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

Definitions, which shall apply to the Wialon Data Center SLA:

| Downtime | > | means for the service when there's more than 30% user error rate due to a fault of Gurtam | | | | | | | | |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------------|--------------------|---|--------------------|---|---------|----|
| Product Covered Services under the Wialon data Center SLA | > | means the use Wialon Hosting software, located in Wialon data Center | | | | | | | | |
| Monthly Uptime Percentage | > | means 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 | > | means the remedy for the Customer to get the Credit days for using the Wialon Hosting located in Wialon Data Center | | | | | | | | |
| Customer Credit Service | > | <table><thead><tr><th>Monthly Uptime Percentage</th><th>Days of Service added to the end of the Service term at no charge to 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 end of the Service term at no charge to Customer | < 99.5% - >= 99.0% | 3 | < 99.0% - >= 95.0% | 7 | < 95.0% | 15 |
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| < 95.0% | 15 | | | | | | | | | |
| Customer Must Request Service Credit». | > | In order to receive any of the Service Credits described above, Customer must immediately report the Downtime to our Support Department. Upon the careful examination of the Downtime by the company support team, the Service Credit for Wialon Hosting shall only be compensated should the failure be caused by Gurtam | | | | | | | | |