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This translation is provided for information only. In the event of any discrepancy between the English text and this translation, the English version will prevail.

## KlayHosting Service Level Agreement

Last modified: September 5, 2021.

KlayHosting is dedicated to supplying all services to our respective clients at 99% uptime at an efficient and professional level. This SLA or also known as the Service Level Agreement applies to all shared clients. The Client agrees that measurements via our internal support team will establish the necessary support and or level of services required.

Service Downtime is 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 KlayHosting services and or network segment as confirmed by KlayHosting Services. Downtime is measured as the total length of time of the unplanned interruption in Service Availability during a calendar month. KlayHosting is not responsible for any unplanned outages due to third-party software/hardware failure.

### Service Level Agreement Exclusion.

We here at KlayHosting appreciate and care about all our clients but as such some limitation and or exclusions must be subjected to this agreement

- a) Acts of God; in the event downtime is suffered due to extreme weather at data centres and or any other means defined by legislation will not be covered.
- b) Any unlawful activities against the client and or caused by the client; such as DDOS attacks, server illegal activities and terminations.
- c) Internet unavailability due to client issues; In the event the client's own internet and or uptime is interrupted not caused by KlayHosting.
- d) And/or exceeding resources allocated by the Client's plan.
- e) Dedicated servers are not covered by the SLA.
- f) If KlayHosting believes the SLA claim to be fraudulent.