



Ezi123 Service Level Agreement

Support and Problem Reporting

End User Support

Customer and End User Support will be provided by Ezi123. Please call the support number listed under Contact Us or send an email to support@ezi123.com

Problem Reporting

To ensure a prompt response, problems must be reported via one of the following mechanisms:

- By email to support@ezi123.com
- By phone to the Ezi123 Support Team (see Contact Us)

You will be asked to provide the necessary information to investigate the problem, and to determine its Severity Level. Problems will not be logged and investigation started until the necessary information is provided. Problems will be assigned a Severity Level according to their impact on customers:

- Severity 1 Problems (Complete Outage of all Ezi123 Services)
- Severity 2 Problems (Partial Service Outage – e.g. a single service or system function)
- Severity 3 Problems (Workaround Available – a non-critical service outage or a problem with Ezi123 functionality for which a workaround is available)
- Severity 4 Problems (As for Severity 3 except no customer impact)

The Severity Level determines the response time and status reporting frequency – in accordance with the relevant Ezi123 Service Level Agreement.

Ezi123 Customer Service Level Agreement (SLA)

A SLA is an agreement between Ezi123 and its subscribers in relation to the level of service to be provided. If Ezi123 does not perform in accordance with the SLA, subscribers will be entitled to Service Credits.

Notwithstanding the SLA, all Ezi123 Services are provided on a “Best Efforts” basis and Ezi123 provides no warranty or guarantee to subscribers that the services will be supplied in accordance with the SLA. Ezi123 will not be held responsible for any losses suffered by subscribers as a result of non-availability of any Ezi123 Service.

The sole compensation to subscribers is a refund of Service Charges in accordance with the Service Credits Table.

Site Availability

Availability is a measurement of the total time, expressed as a percentage, that the Service is operational (ie there is no outage) when measured over any calendar year.

Service Component	Service Level
Availability of all Ezi123 Services for Internal Site Admin and External Internet Access by End Users	99% Calculated over a calendar year

Service Availability calculations do not include:

- Planned Outages where the necessary notice has been given.
- Outages caused by problems in any of the following:
 - Internet connection to a customer’s premises;
 - Equipment located on a customer premises;
 - Third Party networks or equipment not owned or controlled by Macquarie Corporate Telecommunications (MCT) or Ezi123123, including connections to peer networks.

Planned Outages

Planned Outages are times when an Ezi123 Service is not available due to a planned shutdown e.g. for maintenance. Ezi123 aims to schedule planned outages out of business hours and peak periods. Notice of Planned Outages will be broadcast to customers in advance.

Service Component	Service Level
Notice period during Normal Operation	72 hours
Standard Weekly Maintenance Window	10:00pm Saturday – 4.00am Sunday, Australian EST.

Response to Problems

Ezi123’s agreed response times to operational problems are detailed in this section. Operational Problems must be reported using one of the mechanisms described in Problem Reporting, and sufficient information provided to allow the problem to be investigated.





Ezi123 Pty Ltd • Sydney Australia

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Problem Status Updates will be recorded in the Problem Management System, and in the event of a Severity 1 Problem (a complete Ezi123 service outage), by email or phone.

Service Component	Service Level
Time to Respond - commencement of an investigation into the problem by Ezi123 <ul style="list-style-type: none"> For Severity 1 Problems For Severity 2 Problems For Severity 3 Problems For Severity 4 Problems 	<ul style="list-style-type: none"> Within 1 hour of our receipt of a problem call. Within 1 hour of our receipt of a problem call. Within 1 day of our receipt of a problem call. Within 1 day of our receipt of a problem call
Time to Investigate - and report back to customers the expected time required to fix the problem <ul style="list-style-type: none"> For Severity 1 Problems For Severity 2 Problems For Severity 3 Problems For Severity 4 Problem 	<ul style="list-style-type: none"> Within 3 hours of receipt of problem call Within 3 hours of receipt of problem call Within 2 days of receipt of problem call Within 1 week of receipt of problem call
Problem Status Updates <ul style="list-style-type: none"> For Severity 1 Problems For Severity 2 Problems For Severity 3 Problems For Severity 4 Problems 	Status updates will be provided at these intervals: <ul style="list-style-type: none"> 1 hour 4 hours daily weekly

SLAs between Ezi123 and MCT

Macquarie Corporate Telecommunications (MCT) provides an Internet Hosting Service to some of the Asia Pacific Regions highest profile websites which have very high availability requirements. Ezi123's SLA with MCT is at the same level which should give our customers confidence that their service levels will be equal to the best in the industry. For the information of Ezi123 Customers, service levels for the main components of our service from MCT are listed below.

Site Availability

Service Component	Service Level
Network Service Availability	99.95%
Server Service Availability	99.9%
Time to Respond	Commencement of an investigation into the fault by MCT within 30 minutes of MCT's receipt of a fault call.
Time to Repair	Within 2 Business Hours of receipt of a fault call.

Service Credits

Service Credits will be given if the Service Availability in any calendar year is below the agreed service level. The Service Credit will be a 5% refund of that year's Service Charge for every percentage point the actual service level falls below the agreed level. The maximum credit is a full refund of one year's charges for the service in question. This is the limit of Ezi123's liability in any calendar year for any outage or outages arising from any service or number of services.

Legal Jurisdiction

This agreement shall be governed by and construed in accordance with the laws of the State of New South Wales in the Commonwealth of Australia.

Agreement

If signing on behalf of an organisation, I declare that I am authorised to sign this agreement, and if not, that Ezi123 may deem me to have entered this agreement in my personal capacity.

I agree to the above:

On behalf of Ezi123 Pty Ltd

On behalf of Customer

Signed: _____

Signed: _____

Name: _____

Name: _____

Date: _____

Date: _____

Witness: _____

Witness: _____

