

	<b>SERVICE LEVEL AGREEMENT</b>			
	<b>Reference in</b>	<b>Documented Information Type</b>	<b>Document Number</b>	<b>Document Version</b>
	QM/01/00	Template	F/DC/03	01/07/2016

### **SERVICE LEVEL AGREEMENT**

This GIPL Service Level Agreement ("SLA") applies to all shared and dedicated clients. The Client agrees that measurements via our third party establish the eligibility for any applicable Performance. In the event that the Client determines that a discrepancy in such measurement exists, Client shall promptly notify GIPL and Client will mutually agree upon the validity and accuracy of the measurement, and upon Client's eligibility for any applicable Performance.

This SLA may be amended at any time by GIPL

GIPL Network is defined as the equipment, software, and facilities within the GIPL network segment, including GIPL's contracted ISP services to which the GIPL network segment is connected and collectively utilized by GIPL to provide dedicated and co-location services.

Service Availability is the total time in a calendar month that the GIPL is available through the Internet, provided that Client has established connectivity. GIPL takes responsibility for the Service Availability within its immediate network segment, and cannot be held liable for problems directly related to an upstream bandwidth provider. The GIPL Network will be available to clients free of Network Outages for 99.5% of the time.

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 GIPL network segment as confirmed by GIPL. Service Downtime is measured as the total length of time of the unplanned interruption in Service Availability during a calendar month. GIPL is not responsible for any unplanned outages due to third-party software failure are the direct responsibility of the software publisher and not of GIPL.

Scheduled Service Downtime is any GIPL interruption of Hosting Services. Scheduled Service Downtime occurs during a GIPL server maintenance window, which occurs in conjunction with a 24 hour notice to the Client via electronic communication.

Network downtime is measured from the time a Complain Mail is sent by a customer to the time the server is once again able to transmit and receive data.

Monitoring Service is the service GIPL provides in order to analyze availability of HTTP based services and applications through its third party monitoring system.

#### Service Exclusions

This SLA does not cover Service Downtime caused by problems in the following:

- \* Client's local area network
- \* Client-provided Internet connectivity or end-user software
- \* Entities inside Client's internal network including, but not limited to, firewall configuration and

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bandwidth shaping, local area workstations, or other servers, equipment, and software that have a potential bearing on the local networking environment.

#### Service Downtime Exclusions

The following are excluded from the monthly calculation of Service Availability:

- \* Any utilized Scheduled Service Downtime
- \* Any problems beyond the immediate GIPL network segment
- \* Any interruptions, delays or failures caused by Client or Client's employees, agents, or subcontractors, such as, but not limited to, the following:
  - o Inaccurate configuration
  - o Non-compliant use of any software installed on the server
  - o Client initiated server over-utilization
  - o Any problems related to attacks on the machine such as hacking, bandwidth-based attacks of any nature, and service or operating system exploits.

There are two main services running in GIPL data center.

1. Hosting services in shared environment which consist two components (a) setup of hosting services/projects and (b) post support (i.e manageability ) .for both the components SLA is defined as below :-

#### (a) setup of hosting services/projects

Activities	Response time	Resolution time
Web server configuration	1 hr	3 hrs
Space allocation/resizing	2 hrs	2 hrs
Client service access	30 minutes	2 hrs
DNS entry/conf.	30 minutes	4 hrs
Go live	2 hrs	4 hrs

#### (b) post support (i.e manageability )

Activities	Priority	Response time	Resolution time
Call receive media -Verbal/mail communication		1 hour	
Physical host down	High	On event basis	4 hrs
Website down	High	30 minutes	4 hrs
FTP service access	Medium	1 hr	1 hr
Mailing service issue	Medium	1 hr	2 hrs
Request for new/change	Medium	2 hrs	3 hrs
Slow response/access issue	Low	3 hrs	4 hrs
Individual user access issue	Low	3 hrs	4 hrs

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Space issue	Low	3 hrs	4 hrs
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2. Server Co Location consists following one time activities/project execution for that SLA is defined in below tables.

Activities	Response time	Resolution time
Feasibility & availability of hardware	6 hrs	24 hrs
Procurement as per project requirement	24 hrs	4 to 6 weeks
OS installation & services configuration response time	6 hrs	24 hrs
Firewall conf. & public access	2 hrs	6 hrs
DNS Configuration	1 hrs	5 hrs

Server Co Location manageability:-

Activities	Priority	Response time	Resolution time
Call receive media -Verbal/mail communication		1 hour	
Physical host down	High	On event basis	4 hrs
Website down	High	30 minutes	4 hrs
FTP service access	Medium	1 hr	1 hr
Mailing service issue	Medium	1 hr	2 hrs
Request for new/change	Medium	2 hrs	3 hrs
Slow response/access issue	Low	3 hrs	4 hrs
Individual user access issue	Low	3 hrs	4 hrs
Space issue	Low	3 hrs	4 hrs

Escalation Matrix for the first time project execution for both Server Hosting and server co Location is as below:

Level	Contact details	Response Time
Data Center Land Line number	079 232 13017	1 hrs
DC Server Farm team	9099956027,9825212898,9909910463	4 hrs
CPO	9099946920	1 Days
CEO	9714503717	2Days

Escalation Matrix for services of shared hosting and server co Location is as below:

Level	Contact details	Response Time
Data Center Land Line number	079 232 13017	1 hrs
DC Server Farm team	9099956027,9825212898,9909910463	4 Hrs
CPO	9099946920	1 Days
CEO	9714503717	2Days