

Hosting Service Level Agreement (SLA)

THIS SERVICE LEVEL AGREEMENT (SLA) DEFINES GUARANTEED SERVICE LEVELS PROVIDED TO YOU BY VIRE Technologies, llc (COMPANY)

Service Definition

VIRE technologies, llc (OUR, US, WE) will provide Your Company (you, client) with hosting services such as Microsoft Exchange and other hosting services as defined by the plan or plans purchased by you or your company.

Uptime Guarantee

VIRE Technologies, llc guarantees 99.9% uptime for all our customers. This uptime is calculated on monthly basis. The downtimes that may not be used in uptime calculations are specified in this document.

Technical Support

VIRE Technologies, llc will provide technical support to you and your authorized account contacts in setting up and configuring your account, access to our servers, and other issues related to software provided by us at no additional charge.

An issue that does not reside on our servers will be charged to the client at a rate advertised. This rate is subjected to change at any time.

Online Ticket System

VIRE Technologies, llc has created an online case management system for your convenience you can log into your customer portal account to enter new cases , modify and view status of existing cases. This service is available to your 24 hours a day, 7 Days a week, 365 days a year. This is the recommended method of communication between you and us.

E-mail Technical Support

Email technical support is available to you 24 hours, 7 Days a week, 365 Days a year. You can report any issues by sending an email to support@viretechnologies.com. Standard response time for email support is 24 to 48 hours.

Phone Technical Support

Standard Phone Technical Support is available to you between the hours of 8 AM to 5 PM CST. Emergency technical support is also available in case of service interruption 24 hours a day. This service is only for emergency purposes. There is no

VIRE Technologies: Exchange Service Level Agreement

charge for this service if the issue is caused on the server end. If the issue resides on the client end the services rendered will be charged at regular rate as advertised.

Support Phone Number: 630-839-9308

Maintenance

Scheduled Maintenance

To ensure smooth operation and optimum performance of servers VIRE Technologies, llc reserves one hour per week to perform scheduled maintenance. This maintenance is performed during off peak hours. This server un-availability is excluded from the uptime calculations. The maintenance is usually scheduled Every Thursday nights. If you have any concerns about this schedule please notify us and we can move the maintenance to another day.

Emergency Maintenance:

Under certain circumstances beyond our control we might have to perform emergency maintenance. VIRE Technologies, llc may not be able to notify you about this maintenance in advance. The down times caused due to such type to maintenance may not be used for uptime calculations.

Network Availability

Network availability is defined as ability to communicate with servers residing at VIRE Technologies, llc hosting facility from client location.

VIRE Technologies, llc guarantees 99.9% uptime on the Local Area Network owned and operated by us.

VIRE Technologies, llc leases Wide area network lines from leading networking providers such as AT&T, Verizon and Comcast. Tough we strive to provide you with highest availability but as the network outside of our hosting facility is leased and we do not have any control over it, the network disruption may not be used for uptime calculations.

Server Availability

Server Availability is defined as the client's ability to communicate with the services running on our servers. Even tough VIRE Technologies, llc strives to provide you with highest uptime but there might be circumstances beyond our control that might cause us to fall below our guaranteed 99.9% uptime. In case of such event VIRE Technologies, llc will credit you a percentage of monthly fees to compensate for the down time. Please refer to the chart below for details

VIRE Technologies: Exchange Service Level Agreement

Server Availability	Refund Percentage
99% - 99.9%	5 % of monthly service charge
95% - 99%	15 % of monthly service charge
90% - 94.9%	25 % of the monthly service charge
89.9% of below	2.4 % or every 1% of service downtime

Total Penalty limits

The total penalty as a result of not meeting server uptime guarantee may not exceed 50% of the monthly service charge billed to your for those services.

Email AntiSpam and AntiVirus Checking

Unless you are signed up for Full Mailbox protection service VIRE Technologies uses basic spam protection built into Exchange server for protection spam screening. The basic spam protection does not include virus protection.

It is strongly recommended that you add full mailbox protection to your account for complete virus and spam protection. All large business plans include this service at no additional cost per mailbox.

If you have are signed up for a large business or custom exchange plan or you have added Full mailbox protection service to your account all inbound emails to VIRE Technologies, llc servers are scanned before they hit any of our servers by Barracuda network's Spam Firewalls. Even tough Barracuda Networks is the industry leader is spam and virus filtering it may not catch all the spam and virus infected email.

The spam filter might also catch some legitimate emails. If you are expecting an email and did not receive it please contact VIRE Technologies to verify that the email is not caught by the spam filter.

It is client's responsibility not to open any files from un-trusted sources as it may contain a virus that could spread across your whole network.

Server Backup and Restore

VIRE Technologies uses standard server back and restore procedures. All backup are kept for 14 days and will be automatically deleted after that period. In case of loss of data VIRE Technologies' llc will be try to restore from the servers before attempting to restore from the backup sets. All restore operations that caused by deletion of data by you or your employees will be charged at standard advertised rate.