

Hosting Service Level Agreement



THIS SERVICE LEVEL AGREEMENT DEFINES THE SERVICE LEVELS PROVIDED TO YOU BY AZUL SERVICES.

Capitalized terms used herein but not otherwise defined shall have their respective meanings set forth in the End User Hosting Master Service Agreement (the "Agreement"). The term "You" shall have the definition set forth in the Agreement. In the event of any conflict between this Service Level Agreement and the Agreement, the Agreement shall govern.

I. Service Definition.

Azul Services will provide Hosted Exchange and other Application Services as defined by the plan or plans purchased by You from Azul Services (the "Services").

II. Technical Support.

Azul Services will provide You through Your authorized account contacts with technical support on setting up and configuring Your account, access to the Services, and other issues related to the Services. Only Your authorized account contacts may request information, changes or technical support pursuant to the Agreement. For more information, visit the Technical Support page of the administrative control panel.

Azul Services uses commercially reasonable efforts to maintain a standard response time to technical support issues. This response time will depend on the complexity of the inquiry and support request volume. The Technical Support Department assigns the highest priority to customer inquiries related to server unavailability. The estimated time to respond does not apply to inquiries that require extensive research and testing.

III. Billing Disputes

Azul Services must receive notice of billing disputes within sixty (60) days of the date Your credit card was charged or Your account was invoiced for the Services or You shall be deemed to have accepted such charges.

IV. Control Panels and Server Management

- a. **Account Management Tools.** Account holders are provided with Azul Services' online account and server management tools, the administrative control panel and end-user control panel. These tools are designed to give You control over Your account and the Services. Technical Support personnel can help You to become familiar with control panels; however, Technical Support shall not be expected to perform for You the tasks that can be done through control panels.
- b. **Custom Configuration.** Requests for modification to the standard configuration will be considered on a case-by-case basis. Approval of such modifications will be at Azul Services' sole discretion. Azul Services does not guarantee any particular result from non-standard configurations nor can it be held liable in any way for Service performance changes or failures which result from non-standard configurations.
- c. **Additional Services.** For the tasks that cannot be performed through the administrative control panel or for services that are not included in the plan or plans purchased by You, You may request Azul Services perform professional services on a time and materials basis through the administrative control panel or Technical Support. The request shall include a detailed description of work and the authorized amount of time, in half hour increments, to perform the work. Azul Services may evaluate and revise the request (including the estimated number of hours to perform the work) and reserves the right, in its sole discretion, to decline any request. The services shall be performed at Azul Services' standard published rates, provided that any emergency services that require commencement within 24 hours shall be charged at 1.5x Azul Services' standard published rate. Azul Services will use commercially reasonable efforts to perform requested services. However, it does not guarantee any particular result from performance of services or make any representations or warranties regarding such services nor can it be held liable in any way (including for any credits) for Service performance changes or failures which result from performing tasks requested by You.

V. Maintenance

Scheduled Maintenance. To ensure optimal performance and security of the Services, Azul Services will routinely perform maintenance on a regularly scheduled basis within its published maintenance windows. This may require specific Services to be suspended during the maintenance period. Azul Services schedules maintenance windows according to its policies, which can be referred to in the administrative control panel. Service unavailability due to scheduled maintenance will be excluded from Your uptime calculations for availability. Azul Services will use commercially reasonable efforts to notify You in advance of any scheduled maintenance that may adversely affect Your Services.

- a. **Emergency Maintenance.** Under certain circumstances Azul Services may need to perform emergency maintenance, such as security patch installation or hardware replacement. Azul Services will not be able to provide You with advanced notice in case of emergency maintenance. Service unavailability due to emergency maintenance will be excluded from the uptime calculations.
- b. **Hardware Replacement.** Azul Services will use industry standard practices to determine whether server hardware is functioning properly and will replace non-functioning hardware with similarly functioning hardware. Azul Services shall use commercially reasonable efforts to implement hardware replacement within four hours from the time the problem is identified. In the case where this time is exceeded, the excess downtime is counted against the Service Availability credit.

VI. Service Availability.

- a. **Uptime.** Azul Services shall provide at least 99.999% Service Availability, measured on a per calendar-month basis. Service Availability is defined as the ability of a user on Your Exchange account to (a) access and retrieve information from his or her mailbox, and (b) send and receive messages via his or her mailbox using the Services, each on per mailbox basis, provided that Your account is active, in good standing and enabled. Unavailability caused by issues beyond Azul Services' reasonable control, including denial of service or similar attacks, mail bombs, DNS resolution, Domain Name expiration, Internet availability, SYN attacks, and other events or any other Force Majeure event will be excluded from Service Availability calculations.
- b. **Service Availability Monitoring**
 1. Azul Services monitors its servers and the Services as a whole but does not monitor individual mailbox or mobile device availability. To verify Service Availability, Azul Services uses a combination of methods to validate availability, including but not limited to Exchange HTTP access availability and internal mail flow monitoring between Edge and Mailbox servers. These checks are run on predetermined intervals with specific failure thresholds with respect to the service being provided. If two or more consecutive tests fail, the lack of Service Availability will be noted as the number of minutes between the first and the last failed tests. Any unavailability less than five minutes in duration will not be recorded.
 2. Azul Services does not guarantee incoming and outgoing mail delivery time and thus it is not included in its calculations or considered an outage if mail flow is delayed. If a delay in mail flow is due to a complete Service, server, or network outage, Service Availability will be calculated related to those services only. Azul Services will use commercially reasonable efforts to provide reasonable times for incoming and outgoing mail flow.

VII. Credit for Non-Compliance

- a. **Service Availability.** If Service Availability for the first 30 day period (or any calendar month thereafter) is below 99.999%, Azul Services will issue a credit to You according to the schedule below:

Service Availability *	Amount of the refund as a percentage of monthly fee for affected service*
99.0% to 99.9999%	3% of the monthly fee credited
98% to 98.99%	5% of monthly fee credited
95% to 97.99%	10% of monthly fee credited
90% to 94.9%	25% to monthly fee credited
89.9% or below	2.5 % credited for every 1% of lost availability up to the maximum total penalty limit

To receive a credit, Your account must (a) be in good standing with Azul Services, and (b) send an email or written credit request to the Billing Department in the month immediately following the month for which You are seeking a credit. Credit requests must include Your account username (account number) and the dates and specific times that the Service availability was below the prescribed levels. The Billing Department will compare information provided by You to the monitoring data Azul Services maintains. A credit is issued only if Azul Services confirms from the monitoring data warranting the credit.

*Azul Services will calculate the credit based on the type of particular Service for which Service Availability was below the prescribed level, the fees for the particular Service and the percentage of overall individual mailboxes or other units adversely affected. For example, if the credit pertains to the Service Availability of two mailboxes of 200 mailboxes, the credit would be calculated as 1% x the monthly fee for the mailboxes x the % of monthly fee credited.

- b. **Total Credit Limits; Sole and Exclusive Remedy.** The total credit to You for any account may not exceed 50% of the monthly fees charged to that account during the month for which the credit is to be issued, unless the amount to be credited is less than \$1.00 in which case the credit amount will be \$1.00. Only one credit and credit level is available in any given month. Notwithstanding anything set forth in the Agreement or this Service Level Agreement, the credit described in this Section VII shall be Your sole and exclusive remedy in connection with any outages, unavailability or breach by Azul Services of the Agreement or this Service Level Agreement.

VIII. Server Software

- a. **Software Configuration.** Azul Services will exercise industry standard practices to ensure that all pre-installed software is correctly configured. In case there is more than one way to configure the software, Azul Services will choose the configuration it determines, in its sole discretion, to be the most appropriate.
- b. **Patches, Updates and Service Packs.** Azul Services will use commercially reasonable efforts to promptly install security patches, updates, and service packs. Software updates may change system behavior and functionality and as such may negatively affect the Services purchased by You. Azul Services cannot foresee nor can it be responsible for service disruption or changes in functionality or performance due to implementation of software patches and upgrades. If such disruption or changes occur, Azul Services will use commercially reasonable efforts to remedy the situation as soon as possible after being notified of the problem by You.
- c. **Required Upgrades.** Azul Services may be required by its software licensors to upgrade to the latest versions of the software. Licensor-required upgrades will be performed free of charge and upon reasonable notice to You. Software upgrades on Azul Services’ servers will occur at Azul Services’ discretion upon reasonable notice to You.
- d. **Incompatibilities.** Azul Services is not responsible for problems that may arise from incompatibilities between new versions of the software and Your content, regardless of whether it was a requested, required or a discretionary upgrade. Nevertheless, Azul Services will use commercially reasonable efforts to assist You in finding a solution.

IX. Storage Capacity; Data Transfer; Server Resources.

Each account is allotted storage capacity and data transfer amounts on Azul Services' servers according to the plan and options selected by You. This storage size and data transfer allotments can be increased through the administrative control panel for an additional charge up to the maximum amount allowed for each plan or service. The servers may stop accepting, processing, or delivering data when the purchased limit is reached thus causing Service unavailability or data loss. Azul Services shall not be responsible for such unavailability or data losses. Server resources are shared among all customers hosted on the same server(s). Azul Services configures servers, Services and storage in such a way that You are separated from other customers. However, due to its nature, for shared resources, server and service performance levels cannot be guaranteed.

X. Hosted Exchange Limitations

- a. **Mailbox and Public Folder Storage Capacity.** Each mailbox and public folder has their own storage limits. When the storage limit is reached on an individual mailbox or folder, the Exchange servers will stop sending and/or receiving messages or data leading to possible Service unavailability or data loss. To prevent such occurrences, You can manage each mailbox and public folder storage limit, using the administrative control panel. Azul Services is not responsible for unavailability or data losses caused by any mailbox or folder exceeding its storage limit. You can obtain a detailed disk usage report from the administrative control panel at any time.
- b. **Log Files.** Azul Services adheres to a daily log maintenance and clean-up schedule in order to optimize disc space for our Services.
- c. **Top Level Folders and Sub-Folders.** The Exchange server itself retains ownership of the two top layers of the public folder hierarchy, "Public Folders", and under that folder, the "All Public Folders". This is set by the Exchange server architecture and cannot be modified. The administrative control panel allows You to create and manage mail-enabled Top-Level public folders. Only Top-Level public folders can be made visible in the Global Address List. Only Top-Level public folders can be made mail-enabled.
- d. **Address Lists.** Azul Services provides one Global Address List and one Offline Address List for Your account. The Global Address List and Offline Address List are available to all users within Your account. The Global Address List contains all mailboxes, contacts and distribution lists for Your account, unless You explicitly choose to hide any of these objects from Your Global Address List. Your Offline Address List is a replica of Global Address List. Your Offline Address List is used when You are working offline or, in MS Outlook 2003 or above, in the activated cache mode. The Global Address List is replicated to Offline Address List on a daily basis.
- e. **Anti-Virus Checking.** Azul Services uses third-party, anti-virus software. This software is configured to check all inbound messages. The virus-detecting heuristics of the software are regularly updated. Messages sent between mailboxes on the server are not scanned. If a virus is detected or if a message attachment cannot be scanned (for example, when it is encrypted or corrupted), the message and its attachments may be permanently deleted. For Secure Mail customers, encrypted messages will not be deleted. Messages with attachments larger than 5MB are not scanned. Azul Services advises You to use up-to-date, local anti-virus software. Azul Services is not responsible for any damages due to viruses, including infection of end-user devices or lost or corrupted messages.
- f. **Anti-Spam Message Filter.** Azul Services installs third-party, anti-SPAM software on its servers. This software is configured to check all incoming messages according to the SPAM-detecting heuristics provided with the software. As a part of the anti-SPAM software service, the SPAM-detecting heuristics are regularly updated. Azul Services is not responsible for any damages due to anti-SPAM filtering, including lost or corrupted messages.
- g. **Wireless Exchange Server Access.** As an add-on service, Azul Services provides wireless access to the Exchange server through the use of third-party software. Limited customer control of wireless Exchange server access and configuration is available via the administrative control panel. Success in configuration and set up of wireless Exchange server access is highly dependent upon the device and the wireless access provider chosen by You. Therefore Azul Services can only assure that it will make commercially reasonable efforts to assist You in configuring and supporting Your wireless Exchange server access for the portions of the access not under Azul Services' control.

XI. Privacy; Confidentiality

Privacy. Azul Services is committed to protect Your privacy and the confidentiality of Your data to the maximum extent permitted by law and/or accepted by industry standards. We will not access, view or review any of Your private data accessible to us (including but not limited to that contained in Your web server files, e-mail messages, calendars, notes, contacts, memos or public folders) unless:

1. either You or a government agency or regulatory body specifically requests us to do so;
2. when performing routine backup and restore operations, virus scan and virus removal, spam and content filtering; or
3. if such access, view or review is urgent and necessary to protect personal safety, perform troubleshooting, restore systems operation in the event of a server failure, remove illegal or offending (e.g. pornographic, violating our policies, etc.) content or prevent a server failure, Service outage or other damage.

Under no other circumstances will Azul Services access Your private data or share Your confidential data with any third parties without Your prior permission, except to the extent required by law or governmental or regulatory body or necessary to render our services to You.

XII. Data

Data Integrity and Server Backup.

Azul Services will utilize various technologies to ensure the integrity of Your data on Azul Services' servers and to prevent data loss in the event of disk failure. Azul Services performs routine server backups for disaster recovery purposes only. Server backup scope and scheduling is at Azul Services' sole discretion. AZUL SERVICES SHALL NOT PERFORM BACKUP OR RESTORE SERVICES OF YOUR DATA UNLESS SUCH BACKUP OR RESTORE SERVICES ARE SPECIFICALLY NOTED IN A CUSTOMIZED SERVICE AGREEMENT. Additional service charges may apply if Azul Services recovers lost data that Azul Services is not required to restore according to Your service plan.

XIII. Data Retention.

While Your account is active, Azul Services shall retain Your data, including but not limited to the content of private mailboxes and public folders within the database information store, active directory, log files and backup copies. Azul Services shall not be responsible for retaining any of Your data after account termination. All data is deleted from the servers after Your account is terminated and from backups during scheduled backup rotation. Azul Services shall not restore, provide on any storage media or send out any data pertaining to terminated accounts, unless specifically noted in a customized service agreement.

XIV. Customer Responsibilities. To access Azul Services services, you must provide at the very minimum:

- a fully functional POP/IMAP/SMTP e-mail program (client) such as Microsoft Outlook Express.
- a fully functional Internet browser to access the control panel and Exchange server using OWA; and
- Windows XP or later to access the Exchange server using Microsoft Outlook RPC/HTTP;
- an Internet connection with sufficient bandwidth and quality to allow trouble-free browsing, data uploading and downloading and that does not constrain Microsoft Exchange functionality;

XV. Acceptable Usage and No-Spam Policies. Azul Services adheres to Acceptable Usage and No-Spam policies. Please refer to Azul Services' Acceptable Usage Policy and No-Spam policy at <http://www.azul-services.com/terms> for further information.