



Service Level **Agreement**

Version 1.7

Service Level Agreement

- 1 Thank you for choosing EUSO Digital.
- 2 This Service Level Agreement (SLA) describes the standard level of service and support you can expect from EUSO Digital.
- 3 References to “EUSO Digital”, “us”, “we” and “our” mean EUSO Digital.
- 4 This SLA is to be read in conjunction with the Website Development and Maintenance Agreement.
- 5 By entering into the Website Development and Maintenance Agreement, you also agree to be bound by the terms of this SLA.

Term

- 6 This SLA commences on the same date we begin providing you with any of the services in paragraph 7 below. Unless otherwise agreed, this date will be the same date as the Commencement Date as defined in the Website Development and Maintenance Agreement.

General

- 7 We can provide a variety of services, namely:
 - 7.1 website development;
 - 7.2 website hosting; and
 - 7.3 website maintenance.
- 8 We will endeavour to provide these services at a high standard.
- 9 As part of our ongoing responsibilities, and to provide the best experience and service possible, if/when we become aware of any utility that will benefit your website (in relation to functionality, security or performance), we will notify you.
- 10 We reserve the right to install and/or modify certain plugins on your website for security purposes without notice to you.
- 11 We cannot provide effective support if your account information is inaccurate or out of date. Therefore, it is your responsibility to provide us with a primary and/or technical contact. If these details change at any time, it is your responsibility to notify us.

Uptime and maintenance

- 12 Our hosting services include the housing of your website on a specifically configured server via a carefully selected Third Party Supplier (TPS). The TPS utilises a robust infrastructure to ensure high performance and reliability, with multiple data centers and advanced cloud technology.
- 13 The TPS guarantees 99.9% uptime for your website. For the purpose of this SLA, **downtime** is defined as:
 - 13.1 your hosted website being unable to be viewed or accessed through the internet due to server infrastructure failure on the TPS’s end. This expressly excludes:
 - 13.1.1 failures caused by customer applications, software, or operating system issues, including WordPress and/or plugin failures.;
 - 13.1.2 routine, scheduled or emergency maintenance (which are defined below at paragraphs 15 and 16);
 - 13.1.3 denial of Service (DoS) attacks, hacker activity, or other malicious events targeting our servers or those of our customers.;
 - 13.1.4 failures caused as a result of your actions, or the actions of those authorised by you;
 - 13.1.5 failure of any network or Internet infrastructure not owned or managed by us or our TPS.
- 14 The TPS has multiple levels of infrastructure to protect all server data against security breaches and data loss.

- 15 Although we take care in selecting our TPS, there may be occasions where, through no fault of our own, your website will experience an outage. This may be caused by a problem on the TPS' end, or by some other catastrophic failure. If this occurs, and once we become aware of it, we will take immediate steps to reinstate your website and data to the fullest extent possible.
- 16 Routine or scheduled maintenance means any server or website maintenance performed by us or the TPS. From time to time, we, or our TPS, will need to perform routine or scheduled maintenance on server infrastructure. If we expect your website will experience downtime for more than 30 minutes as a result of scheduled or routine maintenance, we will notify you as early as possible. Wherever possible, scheduled or routine maintenance will be conducted during non-peak periods in our local time zone (GMT +8).
- 17 **Emergency maintenance** means any maintenance conducted at EUSO's discretion to:
 - 17.1 rectify server or website issues;
 - 17.2 avoid an immediate threat to the server or customer websites.
- 18 We may, from time to time, change our TPS without notice to you. If this occurs, we will endeavour to make the transition process as smooth as possible, to minimise any periods of downtime for your website.
- 19 We do not constantly check websites hosted on our servers to ensure they are functioning correctly. It is, therefore, your responsibility to ensure the website is operating as it should be, and to notify us through our designated support channels.

Fees and invoices

- 20 Our fees and invoices must be paid in order for us to continue hosting, operating and/or maintaining your website. Failure to pay within 30 days after receiving an invoice from us will result in your website being taken offline and your external access terminated. User and customer CMS access will be returned to you on payment in full of our outstanding invoices.
- 21 If you are experiencing financial hardship, please contact us as soon as possible.

Backups, Redundancies and Security

- 22 Our hosting platform offers several layers of backup of your website data.
- 23 Your "website data" includes WordPress MySQL Database, Theme, Plugin/s and uploaded files (files).
- 24 Firstly, automatic backups are created daily. These backups include the website environment and database and are retained for 30 days.
- 25 Secondly, before we conduct any major updates or maintenance on your website, we will create a manual backup (commonly known as a restore point) to ensure website data can be restored in the event any issues occur due to maintenance or update activities.
- 26 Thirdly, we enact measures on all customer websites utilising various tools and plugins at our discretion to secure all hosted websites and protect against unauthorised access, spam and other breaches.
- 27 Fourthly, we provide SSL configuration by default for all websites as part of our hosting service.
- 28 Fifthly, for extra security, only we (and our TPS) have access to your hosted website at a sever level. This ensures that customers cannot access one another's websites at a root level.
- 29 Please note that the tools and strategies outlined above can only be provided for as long as we are engaged to host and maintain your website. We are unable to guarantee the backup and security of your website if you move to another provider.

WordPress

- 30 We will use the WordPress platform for the development of the website.
- 31 Please be aware that WordPress releases minor updates on an unscheduled, or as-required, basis, usually for security purposes.
- 32 It is our philosophy to keep the WordPress Core up to date on all customer sites for security reasons. This also ensures your website continues to operate on our server environment. Auto-installation of minor WordPress Core updates typically do not interfere with normal operations of a website.

- 33 We cannot warrant against any errors or downtime that occurs due to any WordPress Core Updates.
- 34 Please be aware that the more functionality a WordPress website has, the more time that is needed to perform updates to that website. "Functionality" includes things such as features, plugins and custom development.
- 35 When we are notified of a WordPress update or critical change, or should you notify us of an error in your website's functionality, we will take immediate steps to rectify any issues if this service is included as part of your hosting and maintenance package.
- 36 Please note that we cannot be held responsible for any failure caused directly by an update to WordPress or a plug-in of which we were not made aware of.

Guidance

- 37 We will provide you with online access to information detailing how to use your website.
- 38 You may also find links to help and support from the Admin Console of your website. Support is also available through the dedicated support email on the EUSO Digital website.

Response times

- 39 We will endeavour to respond to your technical and support queries in a timely manner. However, unless agreed otherwise, we respond to queries on a first-served "best effort" basis.
- 40 We aim to at least acknowledge, if not fully answer, all emails to our advertised support address support@euso.digital within 2 business days.
- 41 Response times vary dependant upon the level of service which has been either allocated to your account as part of your hosting package or has been paid for in addition to your hosting package. These packages are as follows:
 - 41.1 STANDARD SUPPORT SERVICE (included in all Hosting & Support packages)
The Standard Support Service includes:
 - 41.1.1 Limited access to the EUSO Support Team via support@euso.digital only
 - 41.1.2 Enquires in reference to how to use features of the installed Page Builder or the WordPress system which were covered in your training
 - 41.1.3 Reporting of any technical issues with your website or with your hosting
 - 41.1.4 All support requests will be acknowledged within 2 business days.
 - 41.2 PREMIUM SUPPORT SERVICE
The Premium Support Service includes all the features of the Standard Support Service plus:
 - 41.2.1 All support requests will be acknowledged, if not fully answered, within 24hrs from Monday 9am – Friday 5pm
 - 41.3 ULTRA SUPPORT SERVICE
The Ultra Support Service includes all the features of the Standard Support Service plus:
 - 41.3.1 All support requests will be acknowledged, if not fully answered, within 24hrs (including Weekends)
 - 41.3.2 Direct ZOOM and Telephone support is also provided for any emergency situations

Failure to comply

- 42 If, for any reason you believe a failure to meet the standards of this SLA has occurred, please notify us in writing at admin@euso.digital.
- 43 To the fullest extent permitted by law:
 - 43.1 compensation for failure to meet the standards of this SLA will be at our discretion and limited to up to 2 months hosting; and
 - 43.2 any compensation will be applied as credit to your account.