Service Level Agreement – For all Services

AOD guarantees uptime to be 99.9% with a target goal of 100%. This guarantee assures that all major components and services within the AOD Cloud environment are available.

SLA Exclusions

Many possible situations are completely beyond the control of AOD, and therefore are not in the scope of this SLA. These situations include:

- Scheduled Network Maintenance - occasionally network maintenance will be required. AOD will do everything possible to minimize and avoid downtime during this maintenance. You will receive prior notification of upcoming maintenance at the e-mail address we have on file. Scheduled maintenance periods are not eligible for SLA review.
- Upstream ISP Providers - on rare occasions, the upstream ISP provider networks can have impacts outside of our control that lead to our automated failover not working properly. In these events, a manual investigation and failover may be needed and downtime associated to this manual intervention is not counted towards the SLA.
- Hardware Maintenance - on occasions, the hardware in the AOD Cloud environment may need maintenance or replacement. AOD will do everything possible to minimize any downtime in these situations. Any downtime incurred as a result of this maintenance will not be counted towards the SLA.
- Software Maintenance - an important part of managing a hosting environment is keeping the software up to date. Usually you will experience little or no downtime in these situations, but we cannot guarantee a specific amount of time in all situations.
- Malicious Attacks - if a third party not associated with AOD initiates a "Denial of Service" or other form of disabling attack against your environment or portions of our network, AOD will do everything in its power to stop the attack, but cannot guarantee a resolution time.
- Legal Actions - In the case that a legal action is taken against a customer of AOD and AOD is required to act in accordance with the order, AOD shall not be responsible for any SLA damages.
- 3rd Party Vendors - AOD utilizes some third party systems to support the AOD Cloud infrastructure. If a third party system's failure prevents AOD from honoring the SLA requirements the SLA event will be ineligible for compensation.

SLA Remedy – For all Services

In the event that AOD does not meet this SLA, SLA eligible customers will become able to request a review of the environment and service monitoring logs to determine why the SLA was not met and determine if adjustments or augments to the environment are needed. If AOD is unable to resolve the issues causing the SLA to be missed and the event persists then the client is able to request a formal SLA credit review.

Response Time - For all Services

AOD's fully-managed customers should expect the following response times

- Ticket Submission Initial Response Time - varies based on severity. (15 min or less for high severity, up to 4 hours for lower severity).
- Phone Support Response Time - Immediate