



MASTER SERVICE AGREEMENT

Shared Web, Mail and Applications Hosting

This Service Level Agreement governs the use of the Services under the terms of the Master Service Agreement (the “Agreement”) between Intermedia.net, Inc. (“Intermedia”) and You and is incorporated into the Agreement by reference. This Service Level Agreement applies separately to each of Your Accounts. Intermedia may update, amend, modify or supplement this Service Level Agreement from time to time.

Capitalized terms used herein but not otherwise defined will have their respective meanings set forth in the Agreement. In the event of any conflict between this Service Level Agreement and the Agreement, the Agreement will govern.

1. SERVICE.

Intermedia will use commercially reasonable efforts to provide the Services as defined by the plan or plans purchased or subscribed to under Your Account.

2. SERVICE AVAILABILITY.

2.1. Definition. Intermedia will provide Service Availability as follows, measured on a per calendar-month basis:

- Network Availability: 99.9%
- Web Server Availability: 99.9%
- SQL Server Availability: 99.9%
- Mail Server Availability: 99.5%

“Service Availability” is defined collectively as:

- With respect to “Network Availability”, the ability to pass incoming and outgoing TCP/IP traffic through the Company's network from/to IP transit provider (Internet backbone).
- With respect to “Web Server Availability”, the ability to retrieve the HTTP headers from the hosting server, calculated on a monthly basis. Intermedia will not monitor availability of individual web sites but only monitors the server availability as a whole.
- With respect to “SQL Server Ability”, the ability to receive a response from SQL server on port 1433, calculated on a monthly basis. Intermedia will not monitor availability of individual SQL databases but only monitors the server availability as a whole.
- With respect to “Mail Server Availability”, the ability to retrieve the SMTP and POP headers from the mail server, calculated on a monthly basis. Intermedia will not monitor availability of individual mail accounts or mailboxes but only monitors the server availability as a whole.

Loss of Service Availability caused by (i) issues beyond Intermedia's reasonable control, including, without limitation, denial of service or similar attacks, mail bombs, DNS resolution, domain name expiration, hardware failure, Internet availability, Your portion of the network, IP transit provider issues, SYN attacks, and other events or any other Force Majeure Event, or (ii) other issues addressed in this Service Level Agreement, will be excluded from Service Availability calculations.

2.2. Calculation.

(a) To calculate Service Availability, Intermedia uses a combination of methods, including analyzing logs from both Intermedia's event monitoring system and the actual affected infrastructure components and matching these findings with client reports to determine the actual timeframe. Any loss of Service Availability less than five minutes in duration will not be included in the calculation of Service Availability.

(b) Intermedia does not guarantee incoming and outgoing mail delivery time. As a result, a delay in incoming and outgoing mail delivery time – regardless of the cause – is not included in any calculation of Service Availability.

2.3. Service Availability Credit.

Subject to your valid submission of a Service Availability Credit request and the other conditions herein, if Service Availability under Your Account for any calendar month falls below the level set forth above, Intermedia will issue a credit (“Service Availability Credit”) in accordance with the following schedule:

Service Availability*	Amount of the refund as a percentage of monthly fee for affected Service*
99.0% to Service Availability Percentage Set Forth Above	5% of monthly fee credited
98.0% to 98.9%	10% of monthly fee credited
95.0% to 97.9%	15% of monthly fee credited
90.0% to 94.9%	25% of monthly fee credited
89.9% or below	2.5% credited for every 1% of lost availability up to the maximum total penalty limit

If the subscription period for an affected Service is less than one calendar month, then the Service Availability Credit will be adjusted on a pro rata basis.

To request a Service Availability Credit, (a) Your Account must be in good standing with Intermedia, (b) You must open a technical support ticket in the administrative control panel reporting an apparent Service interruption within 72 hours of the event, and (c) You must send an email or written Service Availability Credit request to the Billing Department at **billing@intermedia.net** in the month immediately following the month for which You are requesting a Service Availability Credit. Service Availability Credit requests must include Your Account name or Account number and the dates and specific times for which You are requesting Service Availability Credits.

Intermedia will compare information provided by You to the data referenced in Section 2.2 above. A Service Availability Credit will be issued only if Intermedia confirms from such data that a Service Availability Credit is available.

Intermedia will calculate the Service Availability 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 Service affected.

The limits and sole remedies regarding Service Availability Credits total credits under this SLA are set forth in Section 3 of this Service Level Agreement.

3. TOTAL CREDIT LIMITS; SOLE AND EXCLUSIVE REMEDIES.

3.1. Total Service Availability Credits. The total Service Availability Credit due to You for any Account may not exceed 50% of the monthly fees charged to that Account during the month for which the Service Availability 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 Service Availability Credit is available in any given calendar month. **Notwithstanding anything set forth in the Agreement or this Service Level Agreement, the Service Availability Credit described in Section 2 of this Service Level Agreement will be Your sole and exclusive remedy in connection with any loss of Service Availability as described in such section or breach by Intermedia of the Agreement or this Service Level Agreement.**

3.2. No Refund. Credits are applicable only toward use of the Service and are not convertible into cash or any type of refund.

4. TECHNICAL SUPPORT.

Intermedia will use commercially reasonable efforts assist You, through Your authorized Account contacts, with setting up and configuring Your Account, having 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 Intermedia's administrative control panel. Intermedia's technical support response time depends on the complexity of the inquiry and support request volume.

5. MANAGEMENT.

5.1. Account Management Tools. Through Your authorized contacts, You may manage Your Account with Intermedia's online management tools, the administrative control panel and end-user control panel. Intermedia will not be required to perform for You any task that can be done through the control panels.

5.2. Custom Configuration. Requests for modification to the standard configuration of the Services will be considered on a case-by-case basis. Approval of such modifications will be at Intermedia's sole discretion. Intermedia 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.

5.3. Additional Services. For tasks that cannot be performed through the administrative control panel, You may request that Intermedia perform professional services on a time and materials basis. The request will include a detailed description of work and the authorized amount of time, in half hour increments, to perform the work. Intermedia 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. Any additional services will be performed at Intermedia's standard published rates, provided that any emergency services that require commencement within 24 hours will be charged at 1.5x Intermedia's standard published rate. Intermedia will use commercially reasonable efforts to perform requested additional services. However, it does not guarantee any particular result from performance of additional services or make any representations or warranties regarding such additional 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. Intermedia may require a separate agreement for any of these additional services.

6. MAINTENANCE.

6.1. Scheduled Maintenance. In order to maintain performance and security of the Services, Intermedia performs scheduled maintenance within its published maintenance windows. This may require specific Services to be suspended during the maintenance period. Loss of Service Availability due to scheduled maintenance will not be included in the calculation of Service Availability. Intermedia will use commercially reasonable efforts to notify You in advance of any scheduled maintenance that may adversely affect Your use of the Services.

6.2. Emergency Maintenance. Intermedia may need to perform emergency maintenance, including security patch installation or hardware replacement. Intermedia will not be able to provide You with advanced notice in case of emergency maintenance. Loss of Service Availability due to emergency maintenance will be excluded from calculations for Service Availability.

7. STORAGE CAPACITY; DATA TRANSFER; SERVER RESOURCES.

Each Account is allotted storage capacity and data transfer amounts on Intermedia's servers according to the Service and related 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 the Service and related options. The servers may stop accepting, processing, or delivering Data, including e-mail messages, when the purchased limit is reached thus causing a loss of Service Availability or Data loss. Intermedia will not be responsible for such loss of Service Availability or Data losses, and such loss of Service Availability will be excluded from calculations for Service Availability.

8. CERTAIN LIMITATIONS.

8.1. Anti-Virus Checking. Intermedia uses commercially reasonable efforts to maintain third-party, anti-virus software. This software is configured to check all inbound 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 product customers, encrypted messages will not be deleted except upon Your action to do so. Messages with attachments larger than 5MB are not scanned. Intermedia advises You to use up-to-date, local

anti-virus software. Intermedia is not responsible for any damages to Your hardware, software or systems or for loss of Data due to viruses, including infection of end-user devices or lost or corrupted messages.

8.2. Anti-Spam Message Filter. Intermedia uses commercially reasonable efforts to maintain 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. Intermedia is not responsible for any damage, loss or inconvenience You suffer due to anti-SPAM filtering, including lost or corrupted messages. SPAM settings are also configurable by You, and Intermedia is not responsible for any deleted messages or messages not received as a result of SPAM settings configured by You.

9. DATA RESTORATION FROM BACK-UP REQUEST.

Intermedia conducts regularly scheduled backups related to the Services but does not guarantee their availability to You. Server backup scope and scheduling is at Intermedia's sole discretion. Data restore requests initiated by You may be initiated through the administrative control panel as an extended service request, subject to availability of the relevant Data. **INTERMEDIA DOES NOT MAINTAIN HISTORICAL BACK-UP COPIES FOR THE PURPOSE OF POINT IN TIME DATA RECOVERY. WE STRONGLY URGE OUR CUSTOMERS TO BACK-UP THEIR ACCOUNT DATA (INCLUDING ALL MAILBOX AND PUBLIC FOLDER DATA) THEMSELVES OR TO ARRANGE FOR THIRD-PARTY BACKUP SERVICES.**

10. DATA RETENTION.

Intermedia will not be responsible for retaining any of Your Data after termination of Your Account. Your Data may be deleted promptly after Your Account is terminated and from backups during scheduled backup rotation. Intermedia will not restore, provide on any storage media or send out any Data pertaining to terminated Accounts, unless specifically noted in a customized service agreement. **It is Your responsibility to back-up and migrate Your Data prior to termination of Your Account or any other action which can lead to deletion of any of Your Data from the Services. For more information on collection, retention and use of customer information, refer to Intermedia's Privacy Policy.**

Intermedia does not guarantee compatibility of the Services with any specific customer configuration of hardware or software. You are encouraged to discuss any technical and compatibility issues with our technical support personnel.