SLA SERVICE SCHEDULE
VTX Server Collocation

1.   SLA Description

VTX recognizes that network availability is critical to Server Collocation customers. VTX backs its commitment and focus on operational excellence and reliability by providing a network uptime guarantee of 99.7% for Server Collocation customers. The network is comprised of the Local Area Network (LAN) in the data center and the VTX backbone.

2.   Credits

If in any given calendar month, inaccessibility to your server for more than 130 minutes is caused solely by either the VTX Data Center LAN or the VTX backbone network, then VTX will credit your account 20% of that month's recurring charge.

3.   Exclusions

This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance, (c) local loop faults, and (d) customer-enabled faults.