



YOUR COMPANY NAME

("CLIENT" OR "THE CLIENT")

Colocation Terms and Conditions

This SLA establishes a commitment for providing and hosting of Virtual Servers, as detailed herein and clarifies both parties' responsibilities and procedures to ensure The Client needs are met.

Definition.

Secure Shore Limited owns and operates the only Bahamian carrier neutral Data Center, within the Bahamas Logistic Center, a state-of-the-art purpose-built Disaster Recovery Facility in New Providence.

Bahamas Logistic Center LTD. is the owner and managing entity of the entire facility which includes: TWO state-of-the-art buildings entirely constructed in solid reinforced concrete, with fully redundant power infrastructures and multiple network connections, operational and backup offices, different sizes of vaults, private cages for server racks, dedicated data suites, multilayers security access features, monitoring, and surveillance systems, 24/7 physical security.

The service level agreement (SLA) defines the guaranteed quality and performance of the service between **The Client** and Secure Shore Limited (hereafter 'Secure Shore') as part of the Bahamas Logistic Center, Disaster Recovery Facility.

This performance relates to server services within an agreed period of time and is part of the contract between The Client and Secure Shore Limited (particulars of service at the end of this SLA).

This SLA presents the relevant contents of the agreed SLA and defines the service level parameters and warranties concerning recurring services provided by Secure Shore.

The service level parameters concerning recurring services are monitored within the agreed measuring period and reported to The Client

Services provided by Secure Shore:

- The Client is provided with virtual servers (VM) in dedicated environment + /28 set of IP address.
- Specification on server is detailed in the “Particulars” section.

Data Center hosted

Dual power feeds to servers and SAN
 UPS + ATS + generators for power outages.
 Climate controlled environment
 Protected physical access 24/7
 Basic monitoring of server functionality (e.g., server heartbeat).

Service Availability

Secure Shore will make the service available 24 hours per day every day of the year.
 Scheduled Maintenance; expecting necessary planned interruptions for service, upgrades, and reconfiguration.
 Secure Shore will minimize the number and duration of these interruptions. Secure Shore attempt to coordinate with all affected customers to schedule the interruptions for times least disruptive to the customers.

- *Planned Outages*; Secure Shore Limited will communicate planned outages to customers by email or by phone 3 business days before the outage. If a planned outage becomes necessary in cases of great urgency, Secure Shore Limited will communicate soon after the outage necessity is determined.
- *Unplanned Outages*: Secure Shore Limited will communicate unplanned outages as time permits, to the first available The Client contact by phone or, if unavailable, email.

Incident Management and Service Goals

The Service Provider’s staff will respond by email or telephone to the Customer’s incident within:

Impact

- Urgent
- Non-Urgent

Criteria

Urgent: A component, application or critical feature is down and, as a result, no work can be performed.

Non-Urgent: Abnormal or inconsistent system behavior or a system problem that does not prevent work on the system. Report during normal business hours.

Non-Urgent: Routine request for maintenance.

Non-Urgent: A question regarding a change to (new, increased/decreased, disconnected) the contracted service.

Escalation and Procedure

Contact Secure Shore Network Operation Center @ +1 (242) 362-2662

Contact via email at: support@seureshore.cloud

Service Request Business Inquiry: info@seureshore.cloud

Service Provider will

4 hours for urgent issues 24X7 (see above)

One business day; non-urgent issues, service request, or business inquiry (see above).

- Maintain appropriately trained staff
- Communicate in writing issues regarding service levels, change management, etc.
- Meet response times
- Maintain server hardware within standard life cycle

The Client Responsibilities

1. Administration of the operating system and applications; The Client is responsible for maintaining current patch levels on the operating system and on applications
2. Provide accurate contact information to Secure Shore and update that information as necessary.
3. Contact Secure Shore Limited to decommission a VM. The time and date for decommission will be arranged at that time.
4. Comply with UNL server security requirements. Ensuring data integrity.

Secure Shore cannot guarantee timeframes for the following situations:

1. Issues referred to a third-party service provider
2. Systems in a disaster recovery state
3. Issues that involve troubleshooting the operating system, applications, or content on the virtual server

Restrictions

Customers shall not receive any refunds under this SLA in connection with any failure or deficiency of dedicated server availability caused by or associated with:

- circumstances beyond Secure Shore's or Server Provider's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, other Acts of God, strikes or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics or free scripts);
- attacks by viruses or hackers, including Distributed Denial of Service (dDoS) attacks against Secure Shore's or Service Provider's network or against DNS or the domain registration system;
- scheduled maintenance and system upgrades, or emergency maintenance.

- any DNS or Domain Registry issues outside the direct control of Secure Shore including DNS and Registry propagation issues and expiration;
- customer's acts or omissions (or acts or omissions of others engaged or authorized by customer), including, without limitation, custom scripting, or coding (e.g., CGI, Perl, HTML, etc), server or software administration by the customer, any negligence, willful misconduct, or use of the customer's account in breach of Secure Shore's Master Services Agreement or Acceptable Use Policy or other contract between The Client and Secure Shore.
- issues with 3rd party email systems, including refusal or rejection of email by 3rd party mail systems.
- delays in email delivery.
- delayed or inappropriately blocked email due to issues with Proofpoint Email Filtering (a.k.a. Secure Shore Premium Email Filtering);
- false SLA breaches reported as a result of outages or errors of any Secure Shore measurement system;
- outages elsewhere on the Internet that hinder access to your account. Secure Shore is not responsible for browser, DNS, or other caching that may make your web site or email appear inaccessible when others can still access it. Secure Shore will guarantee only those areas of the Internet considered under the control of Secure Shore: Secure Shore servers' links to the Internet, Secure Shore's routers, and Secure Shore's servers themselves.

Service Level Agreement Particulars:

Monthly price ad descriptions per server:

1. 1x CentOS 7 Dedicated Server | 16GB RAM | 8v CPU | 500GB HDD | Unmanaged
2. 1x /24 IP Scope
3. 25 Mbps DIA Speed

FOR THE CLIENT

SIGNED: _____

NAME: _____

POSITION: _____

FOR SECURE SHORES:

SIGNED: _____

NAME: _____

POSITION: _____