

Saratech – 32932 Pacific Coast Highway, #14-429

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PAYDARFAR INDUSTRIES, INC.
dba SARATECH

Saratech Service Level Agreement

This Service Level Agreement ("SLA") describes certain performance and security components regarding the operation of Saratech Server Hosting Services.

This SLA is governed by the Saratech Terms and Conditions. Saratech agrees to abide by the terms of this SLA and requires its customers to do likewise. Saratech shall use commercial best effort to provide continuous and consistent service with respect to this SLA. Saratech reserves the right to add, subtract or amend the terms of this agreement at any time. Such changes shall be provided to the administrator via e-mail with at least 60 days prior notice.

Service Availability

Saratech will use industry standard efforts to provide customers with 99% reliable, consistent network availability. Network availability will be calculated on a monthly basis and based on the total time the service is available, plus any scheduled outages divided by the total number of hours in the month.

The assigned administrator will receive email notification of any scheduled outages with twenty-four (24) hours advance notice. Any scheduled outages are defined to be essential maintenance and upgrades essential to maintain a stable and secure service. Saratech will use industry standard efforts to schedule any outages at non-peak hours to limit any occurrence.

Unscheduled outages that result in any network availability of less than 99% will result in affected customers receiving pro-rated credit for each hour of outage. Administrators will be notified immediately of any unplanned outages that require Saratech to issue a pro-rated credit.

Pro-rated credits will be calculated using the following:

Monthly web hosting rate divided by total number of hours in respective month. That calculated figure then multiplied by total number of unplanned outage hours during the respective month.

Any issued credit will not exceed total charge for the month.

Managed Support Services for Co-Location and Dedicated Servers

Saratech technical support provides responsive and thorough management from engineers with proficiency in the various types and complexities of hosting environments ranging from simple web servers to intricate database and application collections. Saratech support will be designed to meet current and future needs of individual customers.

Saratech engineers support customers in any purchase of equipment while assisting customers as well using a system audit for those seeking to use any existing equipment. Regardless of how a company operates, Saratech has proven to offer solid, thorough and accommodating management services to fit the needs their customers and future clients.

Managed Support Services include – but are not limited to – the following: (involving the machine/machines)

- Monitoring Windows Operating System checking for hardware and software issues
- Performing scheduled upgrades involving service packs, security patching, etc.
- Performing monthly scheduled maintenance involving things like system defragmentation, etc.
- Performing continuous uptime and availability monitoring
- Performing data backup routines. (Note: Customer will be asked to provide Saratech a list in writing of data directories to establish what is needed to be included in any nightly backup.)

System Security and Customer Data

Server and network hardware will be set in a secure Network Operations Center. The network incorporates perimeter firewall and intrusion detection systems. Servers will be managed as needed. All access to web-based email and other highly sensitive and confidential areas of the Saratech site are secured using Thawte 128-bit SuperCert.

As noted in the terms, comprehensive backups of customer data will be performed daily. Tape rotation is 20 days. All tapes are stored off site in a secure location. One full backup from the 1st of the month is retained off site for 3 months.

Customer Responsibilities

Customer expectations:

- Maintaining administrator profile. All profile information (phone, email address, etc.) should be updated to ensure receiving critical service notifications.
- Maintaining confidentiality of administrator username and password.
- Changing administrator password periodically.
- Changing user passwords periodically.
- Maintaining workstation and network hardware, software, and Internet communication necessary for use of service.
- Maintaining necessary firewall configuration settings.

Customer Service

Saratech customer support is available Monday-Friday during the hours of 8-5 PST. Please email support@saratech.com for support. All email requests will be answered within 24 hours.