SERVICE LEVEL AGREEMENT

BY VPSBLOCKS PTY LTD

Company Overview

VPSBlocks was founded in 2012 implementing technologically advanced cloud services. We provide services that are designed to meet the varying needs of SME business owners. All VPSBlocks customers are hosted on advanced web hosting infrastructure typically designed for multi-million dollar websites, but made available to our customers in a Hyper-V Cloud environment.

VPSBlocks is growing into one of Australia's most prominent online IT service providers in VPS hosting. We deliver quality, affordable solutions for our clients and create a business partnership that's based on technical performance and customer service.

VPSBlocks' premium VPS products are primary and core business. They are aimed at organisations that require more control than shared or basic hosting packages. Our VPS' are ideal as they allow you to select your choice of operating system and allocate 100 per cent of system resources to your requirements without expensive hardware purchases.

We provide full customisation of resources and an easy to use pricing calculator ensuring you can easily manage resources to fit within project budgets.

Our customer managed dedicated VPS products allow you full control over your server and you can upgrade as your needs change. All this at a truly competitive price.

Word Class Data Centre

When you choose VPSBlocks for your web services, you can be sure that you are getting the best in technical infrastructure. Our data centre is located at the state-of-the-art 5GN Melbourne Data Centre facility in the heart of Melbourne. 5GN is one of the leading technology companies in Australia, the data centre is a true Tier III N+2 facility, giving VPSBlocks customers the very best in environment, security and redundant infrastructure.

Your Data is Secure

Our data centre maintains the highest level of building security around the clock. The centre's multiple CCTV points, secure entries and exits and limited access areas are all managed. It includes biometric reading and photo ID access passes, 2MW of power and 2 x 800KVA UPS, 2 VESDA systems, redundant chiller cooling system and 3 standby generator sets.

Tier III Data Centre

The 5GN data centre is built to Tier III standard which includes:

- redundant power, cooling and network
- redundant generators and battery UPS
- N+2 compliance with ISO accreditation

High Speed Data

Our data centre facility features multiple redundant connections to peering partners, ensuring multiple routes are always available. Our network hardware is configured appropriately for 24 x 7 x 365 operation.

DDOS Protection

We currently scrub all our traffic through a DDOS scrubbing service provided by 5GN. This limits our exposure to DDOS attacks. We also have on-network mitigation, as well IDS/IPS layer edge firewalls. Furthermore VPSBlocks is a professional services host, we do not accept clients involved in high risk activities such as gaming.

Service Level Agreement

This service level agreement (SLA) applies to customers ("You", "Your") who hold a current account with any services of VPSBlocks Pty Ltd ("VPSBlocks", "Our") unless an alternate agreement is entered into.

Technical Support

VPSBlocks will provide You with technical support for the setup of your account, access to your services, and other related issues pertaining to service access at no additional charge. VPSBlocks will not provide development related support for web applications, scripts, components or applications.

VPSBlocks endeavors to respond to customers as quickly as possible and meet target response times. Response times can vary and depend on the current support volumes, complexity of the request and the nature of the request. For this reason VPSBlocks makes no guarantees as to the actual response time of an individual issue.

Requesting Support

Customers may lodge support tickets through the helpdesk system on our website or by emailing support@vpsblocks.com.au (all emails are logged into the helpdesk system automatically). We provide live chat during business hours wherever possible. Within business hours phone support is also available. For critical issues outside of business hours please call our helpline and leave a message, a technician will review it and email you back generally within 20 minutes.

Business Hours

- Ticket support is available with a target response time of 20 minutes
- Phone support for urgent issues is available during business hours
- Live chat is available at our discretion during business hours (we average 7.5 hours availability for live chat during business days)

Non-Business Hours

- Ticket support is available 24 hours a day with issues responded to between the hours or 7:30am and 10:30pm AEST
- Direct phone support is not available outside of business hours. However, to reach a technician for a critical issue at any time (24/7/365) call our helpline and leave a message and a technician will be immediately paged and will review your call, work to resolve any reported issues and respond via phone or email.

Service Monitoring

VPSBlocks monitors infrastructure and network services both internally (using software within our network), and externally (provided by a third party company). Any outages or abnormal threshold breaches are reported to on-call technicians 24/7/365. Customers may create their own service monitors within the VPSBlocks self-service portal, however, in these instances technicians are not notified and if required clients must contact support using the methods outlined above.

Our Service

VPSBlocks aims to provide 100% uptime for infrastructure and networking availability. We provide and manage all hardware devices within our network. For details on our uptime guarantee and compensation please see: https://www.vpsblocks.com.au/Terms.aspx

Our virtualization solution using Hyper-V includes High Availability with auto failover onto another available instance in the event that a piece of hardware fails. This ensures that you have maximum uptime and redundancy.

Due to the nature of cloud servers (our primary service), VPSBlocks is not responsible for downtime caused by a lack of resources on your VPS. It is up to the customer to ensure that their VPS and selected resources is adequate for its purpose.

VPSBlocks provides a self-service portal where customers can view and interact with their VPS through a console, mount DVDs from our library, restart or reset their VPS as well as many other features. This is available 24/7 to enable self-debugging of issues specific to Your VPS e.g. not infrastructure related problems.

VPSBlocks also provides an automated upgrade facility so customers can add additional resources to their VPSs at any time.

Service Status

VPSBlocks will do its best to update its service status page currently located at https://vpsblocks.statuspage.io/ and linked to from our home page (top right) upon becoming aware of any issue affecting infrastructure or networking.

Maintenance

VPSBlocks will do its best to give adequate warning regarding scheduled maintenance. Where this is not possible due to VPSBlocks reserves the right to carry out urgent maintenance with limited notification should it be deemed necessary to protect or maintain integrity or security of our services.

The VPSBlocks High Availability cloud enables most infrastructure maintenance to be carried out without any disruption to services at all, this is possible due to the move anywhere live migration features of our cloud.