

# Service Level Agreement (SLA) **Enterprise**

## Network Availability

DNS Wizard guarantees that our Anycast DNS network will be available 100% of the time in any given customer billing period. Network downtime is said to exist if 100% of the DNS Wizard name servers fail to respond to DNS queries.

SLA Credit for Network downtime: 50% of the annual customer service fee for each 60 minutes of network downtime (or portion thereof), up to 500% of the annual service fee.

## Client Area Management Portal

DNS Wizard guarantees that our “Client Area Management Portal” (<https://wand.dnswizard.com>) will be available 99.999% of the time in any given customer billing period. “Client Area Management Portal” downtime is said to exist if multiple customers are unable to access the login page.

SLA Credit for “Client Area Management Portal” downtime: 25% of the annual customer service fee for each 60 minutes of “Client Area Management Portal” downtime (or portion thereof), up to 200% of the annual service fee.

## Support

DNS Wizard guarantees that in the case of a support ticket being received the following response time guarantee applies:

**Normal Priority** – Within 6 business hours (6.30am – 5.00pm (GMT+8) Mon through Fri

**High Priority ticket** – Within 4 hours (24/7/365)

SLA Credit for failure to meet this Service Level Guarantee: 10% of the annual customer service fee for each 60 minutes that we fail to respond (or portion thereof), up to 200% of the annual service fee.

*This Service Level Guarantee applies to the initial ticket response time only and does not apply to subsequent ticket updates.*

## SLA Credit Request

An SLA Credit request must be submitted to DNS Wizard via a support ticket with the subject "SLA Credit Request" and must include the following information:

- a)** The domain name.
- b)** The date and time of the incident.
- c)** Proof of the incident, logs, screenshots, etc.

DNS Wizard must be able to verify the claim and any credit is at the sole discretion of DNS Wizard. Any credit agreed will be added as to the customer account for use toward future service payments; DNS Wizard will not transfer funds to customers directly.

## Exclusions

The following events are excluded from this Service Level Agreement;

- a)** Suspension or Termination of a customer service.
- b)** Events outside our reasonable control; including but not limited to: Denial of Service attacks, actions or inactions of third parties, force majeure.
- c)** Network or routing issues on the Internet outside of our network.
- d)** Exceeding usage limits.