SERVICE LEVEL AGREEMENT

You must meet the below requirements in order to be eligible for an SLA credit:

◆ Your account must be in good standing.
◆ All requests must be submitted within 5 days of the reported downtime.
◆ All requests must contain a ticket # of the service interruption.
◆ You must submit a ticket through our helpdesk (https://www.dotzo.net/cart/clientarea.php) to the billing department.

SLA Credit will be generated as follows based on your monthly Renewal Price: Uptime Guarantee SLA Credit.

Dotzo.net is not responsible for downtime related to the services listed below and as such will not issues credits for the following:

◆ Internal services such as MySQL, Apache, PHP, etc.
◆ Scheduled downtime or planned maintenance.
◆ Interruption of service due to unpaid invoices, abuse notifications and violations of TOS.
◆ ISP or local connection problems.
◆ Customer-controlled downtime.
◆ Acts of Force Majeure.