

## Creative eWorld Pte Ltd

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### Service Level Agreement

Service Level Agreement ("SLA") applies to all shared and dedicated clients. Creative eWorld 's offering of this services is on the best effort basis. This SLA may be amended at any time by Creative eWorld Pte Ltd.

**Service Availability** is the total time in a calendar month that the hosting is available through the Internet, provided that Client has established connectivity. Creative eWorld takes responsibility for the Service Availability within its immediate network segment, and cannot be held liable for problems directly related to an upstream bandwidth provider. The Creative eWorld Network will be available to clients free of Network Outages for 99.9% of the time. Response time will be 24x7x4.

**Service Downtime** is any unplanned interruption in Service Availability during which the Client is unable to access the services as described in preceding section, provided the interruption is determined to have been caused by a problem in the immediate Creative eWorld network segment as confirmed by Creative eWorld. Service Downtime is measured as the total length of time of the unplanned interruption in Service Availability during a calendar month. Creative eWorld is not responsible for any unplanned outages due to third-party software failure are the direct responsibility of the software publisher and not of Creative eWorld.

**Scheduled Service Downtime** is any Creative eWorld interruption of Hosting Services. Scheduled Service Downtime occurs during a Creative eWorld server maintenance window, which occurs in conjunction with a 24 hour notice to the Client via electronic communication.

### Infrastructure

All our servers are in Starhub Data centre. We guaranty that data center by Starhub and power will be functioning 100% of the time in a given month, excluding scheduled maintenance. The supporting engineers of the centre are on standby off- site 24 hours a day. The response time of these supporting engineers will be on a best effort basis.

All power sockets are powered by dedicated circuit protection , offering dual feed with high availability. DC battery power for telecommunication equipment is designed with back up of up to 8 hours. Whole facility is supported by diesel generators with full load capability for an unlimited power back up.

### Service Exclusions

**This SLA does not cover Service Downtime caused by problems in the following:**

- Client's local area network
- Client-provided Internet connectivity or end-user software
- Entities inside Client's internal network including, but not limited to, firewall configuration and bandwidth shaping, local area workstations, or other servers, equipment, and software that have a potential bearing on the local networking environment

### Service Downtime Exclusions

The following are excluded from the monthly calculation of Service Availability:

- Any utilized Scheduled Service Downtime
- Any problems beyond the immediate Creative eWorld network segment
- Any interruptions, delays or failures caused by Client or Client's employees, agents, or subcontractors, such as, but not limited to, the following:
  - Inaccurate configuration
  - Non-compliant use of any software installed on the server
  - Client initiated server over-utilization
  - Any problems related to attacks on the machine such as hacking, bandwidth-based attacks of any nature, and service or operating system exploits