



**Shared Web Hosting** Our managed, shared Web hosting service includes up to 2 gigabytes of disk space and up to 100 gigabytes of data transfer per month on our managed, shared IBM X3550 64-bit server platform. Includes Perl, PHP and daily backup. Beyond the included 2-gigabyte block of disk space, a per-gigabyte block, per month fee of \$25.00 is assessed. Beyond the included 100 gigabytes of data transfer, a per-gigabyte, per month fee of \$2.00 is assessed. A backup retrieval fee of \$125.00 is assessed for each retrieval instance.

**Setup fee: none**

**Monthly fee: \$69.00**

**Dedicated Web Hosting** Our managed, dedicated Web hosting service includes up to 500 gigabytes of data transfer per month on a managed, dedicated server. This includes a single MySQL database table of 500 megabytes or less, and daily backup. Beyond the included 500 gigabytes of data transfer, a per-gigabyte, per month fee of \$2.00 is assessed. For database tables larger than the included 500 megabyte block, a per 500 megabyte block, per month fee of \$100.00 is assessed. A backup retrieval fee of \$125.00 is assessed for each retrieval instance. Requires a minimum, one-year contract.

**Setup fee: \$499.00**

**Monthly fee: \$499.00**

**POP/IMAP Mail Service Option** Our POP,

IMAP, HTTP and SMTP mail services for up to 50 email accounts with a 100-megabyte block of disk space per account, free of charge. Beyond the included 50 e-mail accounts, a per e-mail account, per month fee of \$2.00 is assessed. Beyond the included 100 megabyte block of disk space, a per 100 megabyte block, per account, per month fee of \$2.00 is assessed. Service is only available to current Web Hosting customers.

**No charge**

**Firewall Service Option** Our hosting services are protected by a Common Criteria Evaluation Assurance Level 4 (EAL4) certified Cisco PIX firewall.

See <http://www.commoncriteria.org> for greater details on EAL4 certification.

**No Charge**

**Secure Web Hosting Option** Our Secure Socket Layer (SSL) service encrypts sensitive Web transactions (such as credit card information) using a unique certificate registered on your behalf. The setup fee covers the cost of registering the security certificate for the first year. An annual certificate renewal and upgrade fee will be assessed at each anniversary date to continue the registration and service. Service may be added to either shared or dedicated Web hosting services.

**Setup fee: \$129.00**

**Monthly fee: \$49.00**

**Database Hosting Option** Our managed database solution using our dedicated database server for database tables of 500 megabytes, or less, in size. For database tables larger than the included 500 megabyte block, a per 500 megabyte block, per month fee of \$100.00 is assessed. Service may be added to either shared or dedicated Web hosting services.

**Setup fee: \$19.00**

**Monthly fee: \$29.00**

## Service Level Agreement

**Overview** The services under the Agreement are covered by the Service Level Agreement, hereinafter referred to as the "SLA". The SLA defines parameters for the level of service Peak Systems agrees to meet or exceed in exchange for the monetary consideration detailed in the attached Agreement. The SLA can be summarized by the following core parameters:

- 99.9% Network Availability
- 99.9% Server Availability
- 99.9% Application Availability
- Daily Tape Backup
- 24x7 Emergency Response Contact
- 100% Refund of monthly fee for failure to meet SLA parameters, and an option to terminate Agreement for failure to meet SLA more than twice in any six-month period.

**Network Availability** Network Availability is defined as the successful transport of Internet Protocol (IP) packets from the network interface of the hosting server to one or more remote points on the Internet. The Network Availability parameter is calculated in minutes on a calendar month. The total possible monthly unavailability under the SLA is between 40 minutes and 45 minutes -- depending on the number of days in the month -- and does not include scheduled maintenance. Network Availability is measured at one-minute intervals.

**Server Availability** Server Availability is defined as the successful response of the hosting server to an Internet Control Message Protocol (ICMP) Ping. The Server Availability parameter is calculated in minutes on a calendar month. The total possible monthly unavailability under the SLA is between 40 minutes and 45 minutes -- depending on the number of days in the month -- and does not include scheduled maintenance. Server Availability is measured at one-minute intervals.

**Application Availability** Application Availability is defined as the successful response of a hosted server application, to an attributed request, under normal utilization of that application. The applications covered by the SLA are limited to the following hosted services: ODBC, HTTP, HTTPS, POP, SMTP, and DNS. Furthermore, only the availability of those applications associated with the services detailed in the Agreement are covered

by the SLA. The Application Availability parameter is calculated in minutes on a calendar month. The total possible monthly unavailability under the SLA is between 40 minutes and 45 minutes – depending on the number of days in the month – and does not include scheduled maintenance. Application Availability is measured at one-minute intervals.

**Backups** Daily Backup is defined as the duplication of the unique data files from the disk storage system at least once every 24-hour period. Backups are not archived for a period longer than 3 weeks. Requests for retrieval of unique data files from a backup will result in a service fee.

**Contacts** Client's designated point of contact may call (206) 280-8139 in emergency situations with regards to the parameters defined in the SLA.

**Refunds** In the event of Company's failure to meet the SLA parameters in a calendar month, Client may request that Client's account be credited a maximum of 100% of the calendar month's service fees. In the event of Company's failure to meet the SLA parameters more than twice in any six calendar month period, Client may request that the Agreement be terminated.

**Scheduled Maintenance** Scheduled Maintenance is defined as any maintenance in Company's data center of which Client is notified 24 hours in advance, and that is performed during a standard maintenance window from 10:00 PM to 6:00 AM Pacific Standard Time. Notice of Scheduled Maintenance will be provided to Client's designated point of contact by a method elected by Company.

**Caveats** The SLA is not a High Availability or Specific Performance guarantee. High Availability is defined as Network, Server and Application Availability equal to, or greater than, 99.999% – a total possible annual unavailability of 5 minutes (including scheduled maintenance). Specific Performance is defined as a minimum number of Application Transactions Per Second. If the services under the Agreement are considered Mission Critical, a High Availability or Specific Performance Service Level Agreement should be used in place of this SLA.