



SERVICE LEVEL AGREEMENT

Version 2.1



SERVICE LEVEL AGREEMENT

This Service Level Agreement sets out the terms and conditions as to the minimum delivery of service. The first part of the deed is the Service Details, which are followed by the Legal Terms.

SERVICE PROVIDER

Rendr Group (30623166558) of Suite 6 - Level 2 High Street, Melbourne, Victoria, 3146

AGREEMENT SUMMARY

This Agreement represents an SLA between the Provider and the Client (the Parties) for the provisioning of any product(s) or service(s) the Customer has signed up to use. This can include, but is not limited to, any Legacy Services, the provisioning of space on one of our servers and a connection to and from the internet for web, email hosting and/or FTP services to function at the level specified in the chosen service level, domain name registration or transfer renewal, SSL, VPS and SMS services.

AGREED TERMS

- (a) **Services** means the provision of services supplied by the Provider under their Terms of Service and any additional material.
- (b) **Effective Date** means when the customer submitted their order to Rendr Group for Services, and that order was accepted.
- (c) **Agreement Fee** (Inc. GST) means the costs outlined in the quote supplied by Rendr Group

LEGAL TERMS

1. Overview

- 1.1. This Agreement remains valid until superseded by a revised agreement mutually endorsed by the Parties.
- 1.2. This Agreement outlines the parameters of all Services covered as they are mutually understood by the Parties. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals and Objectives

- 2.1. The purpose of this Agreement is to ensure that there is a clear understanding of what the elements of the services are.
- 2.2. The goal of this Agreement is to obtain a mutual agreement for the provision of the different services offered by Rendr Group.
- 2.3. The objectives of this Agreement are to obtain a mutual agreement for the provision of the different services offered by Rendr Group to ensure there is a clear understanding between all parties involved in the operation of chosen services and what is involved in the agreement.

3. Periodic Review

- 3.1. This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum every three months; however, in lieu of a review during any period specified, the current Agreement will remain in effect.
- 3.2. The Business Relationship Manager (Document Owner) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the Parties and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.
- 3.3. The Periodic Review details are as follows:

- (a) Review Period: every six months
- (b) Previous Review Date: 15th June 2018
- (c) Next Review Date: 15th January 2019

4. Service Scope

- 4.1. The following Services are covered by this Agreement;
 - 1. cPanel Hosting Services
 - 2. Virtual Private Server (VPS) Services (Fully Managed & Self Managed)
 - 3. Domain Name Registration
 - 4. Domain Name Services
 - 5. SSL Certificates
 - 6. Website Maintenance
 - 7. Website Security
 - 8. General Creative Services
 - 9. General Digital Services
 - 10. Support Services
- 4.2. Client responsibilities and/or requirements in support of this Agreement include:
 - 1. To provide the necessary information for the provision of the services according to the contract
 - 2. To pay the agreed fees according to the payment schedule
 - 3. To regularly check for updates to the terms and conditions of their purchased services
 - 4. To notify Rendr Group of any problems before engaging any third-party support
- 4.3. Provider responsibilities and/or requirements in support of this Agreement include:
 - 1. 24/7 Customer support channel via eTicket
 - 2. Server monitoring
 - 3. Secure customer account platform and payment gateway
 - 4. Uptime/Downtime notifications
 - 5. 99.9% Uptime for all servers, based on the sum-total of downtime as outlined below:
 - Daily: 1 Minute 30 Seconds
 - Weekly: 10 Minutes
 - Monthly: 44 Minutes
 - Yearly: 8 Hours 45 Minutes
- 4.4. Assumptions related to in-scope services and/or components include:
 - 1. Building or designing a website(s)
 - 2. Building or designing website elements
 - 3. Providing regular website maintenance
 - 4. Providing regular website security upgrades and/or maintenance
 - 5. Providing phone support
 - 6. Providing website and/or database migration services
 - 7. Creative and/or digital working files are supplied
 - 8. Performance reporting is supplied

5. Service Management

- 5.1. Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.
- 5.2. Coverage parameters specific to the service(s) covered in this Agreement are as follows:
 - (a) The Provider will be available for support from 24/7 via eTicket support.
 - (b) Phone calls outside the time stated in clause (a) may incur additional costs
 - (c) Email support will be provided via eTicket support or the email address: support@rendr.com.au
- 5.3. In support of services outlined in this Agreement, the Provider will respond to service related incidents and/or requests submitted by the Client within the following time frames:



- (a) 8 hours (during business hours) for issues classified as High priority.
- (b) Within 24 hours for issues classified as Medium priority.
- (c) Within 2-3 working days days for issues classified as Low priority.

6. Third Party Providers

- 6.1. A number of third party vendors who provide services for the Provider and are within the scope of this Agreement are managed by the Provider on behalf of the Client. This includes:
1. WHMCS (Web hosting & billing automation platform)
 2. Symantec (Cyber security)

All other third party provider contracts are the responsibility of the Client. These include (but not limited to):

1. Digital service providers
2. Creative service providers
3. Marketing service providers
4. I.T. Support service providers
5. Social Media providers

7. Changes

- 7.1. Rendr Group may amend our Service Level Agreement at any time. Changes to this agreement will become effective upon their publication to our website.
- 7.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Services) in-line with our cancellation policy found within our Terms of Service

8. Acceptance

The Customer signified acceptance of this Service Level Agreement, as well as our Terms & Conditions, Customer Service Policy, Acceptable Use Policy, Privacy Policy and any applicable Registrant Agreement, when they submitted their order to Rendr Group for Services, and that order was accepted.