

Guaranteed level of services

A higher level of the service guarantee for the listed Coolhousing.NET services, an SLA (Service Level Agreement) may be chosen for a surcharge on the service price. One of three SLAs may be chosen individually according to the following table:

Služba	START SLA	STANDARD SLA	BUSINESS SLA
Cool services, server hosting services up to 16Mbps shared transit connectivity	YES	NO	NO
Plus services, server hosting services up to 32Mbps shared transit connectivity	YES	YES	NO
Giga services, virtual servers, dedicated lines, server hosting services up to 100Mbps shared transit connectivity	YES	YES	YES

Activation fee	START SLA	STANDARD SLA	BUSINESS SLA
Monthly fee from the total service price	10%	15%	20%

The respective SLA chosen by the participant for the individual service is specified in the relevant service specification.

1 Parameters of the individual SLAs

The values of two basic parameters are guaranteed for the individual SLAs:

- Service availability
- Maximum repair time

Guaranteed parameter	START SLA	STANDARD SLA	BUSINESS SLA
Service availability	99,0%	99,5%	99,9%
Maximum repair time (time is calculated on a calendar month)	7,3h (438min)	3,65h (219min)	44min

2 Sanctions when the quality is not met

2.1 Service availability

If the monthly service¹ availability is not met in the accounting period due to the provider's fault, a contractual sanction will be imposed on the participant¹. The

¹ According to the definition provided in the operating conditions for rendering publicly available service of electronic communications. The pre-announced service actions not exceeding the volume of 20 hours / year are

contractual sanction is calculated as a percentage discount from the regular monthly price agreed for the respective service after deducting all discounts.

Monthly service availability	START SLA	STANDARD SLA	BUSINESS SLA
availability \geq 99,90 %	0%	0%	0%
99,90 % > availability \geq 99,70 %			12%
99,70 % > availability \geq 99,50 %			16%
99,50 % > availability \geq 99,20 %			20%
99,20 % > availability \geq 99,00 %			24%
99,00 % > availability \geq 98,50 %	3%	16%	28%
98,50 % > availability \geq 98,00 %	6%	20%	32%
98,00 % > availability \geq 97,50 %	9%	24%	36%
97,50 % > availability \geq 97,00 %	12%	28%	40%
97,00 % > availability \geq 96,50 %	15%	32%	44%
96,50 % > availability \geq 96,00 %	18%	36%	48%
96,00 % > availability 21% 40% 52%	21%	40%	52%

2.2 Defect repair time

If the repair time of a defect, the cause of which is on the provider's side, exceeds the agreed maximum repair time from the moment of the defect occurrence, the participant will be entitled to the payment of a contractual sanction. The contractual sanction is calculated as a percentage rate from the regular monthly price agreed for the respective service after deducting all discounts.

Defect repair time	Service level		
	START SLA	STANDARD SLA	BUSINESS SLA
For each hour started in excess of the agreed maximum defect repair time	0,5%	0,7%	0,8%

The total amount of the contractual sanctions for exceeding the maximum defect repair time for a single particular service in a single accounting period may be 20% of the monthly price of the respective service as a maximum.

The contractual sanctions, if any, payable to the participant for failure to meet the monthly availability of the service or for exceeding the maximum defect repair time, as the case may be, will appear in the respective service billing as the "Discount for failure to meet the SLA".

not included in the service availability.