

Exhibit A

Service Level Agreement

1) Coverage; Definitions

This Vendor Service Level Agreement (SLA) applies to clients that have contracted for web hosting or web services from Vendor ("Vendor").

As used herein, the term "Web Services Availability" means the percentage of a particular month (based on 24-hour days for the number of days in the subject month) that the content of client's web service is available for access by third parties via HTTP and HTTPS, as measured by Vendor.

2) Service Level

Vendor's goal is to achieve 100% Web Service Availability for all clients.

Remedy:

Subject to Section 3 below, if the Web Service Availability of client's web service is less than 99.999%, Vendor will issue a credit to client in accordance with the following schedule, with the credit being calculated on the basis of the monthly service charge for the affected Services:

Web Service Availability Credit Percentage:

99.999 to 100%	0%
99.99% to 99.999%	2%
99.9% to 99.99%	5%
99% to 99.9%	7%
90% to 99%	10%
Below 90%	100%

Credit remedies do not apply to monthly fees charged for support of applications.

3) Exceptions

Client shall not receive any credits under this SLA in connection with any failure or deficiency of Web Service Availability caused by or associated with:

- circumstances beyond Vendor's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics or free scripts) or inability to

obtain raw materials, supplies, or power used in or equipment needed for provision of this SLA;

- failure of access circuits to the Vendor network, unless such failure is caused solely by Vendor;
- scheduled maintenance and emergency maintenance and upgrades;
- DNS issues outside the direct control of Vendor;
- issues with SMTP client access;
- false SLA breaches reported as a result of outages or errors of any Vendor measurement system;
- e-mail or webmail delivery and transmission;
- DNS (Domain Name Server) Propagation.
- outages elsewhere on the Internet that hinder access to your account. Vendor is not responsible for browser or DNS caching that may make your site appear inaccessible when others can still access it. Vendor will guarantee only those areas considered under the control of or contract by Vendor: Vendor server links to the Internet, Vendor's routers, and Vendor's servers.