



CANDIS Group Ltd. - Service Level Agreement

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1. Validity

Only the most recently published Service Level Agreement on CANDIS' website is valid, and shall be the only one honoured in case of dispute.

CANDIS services covered by this SLA:

- Infrastructure Services (when such services come with a third party Service Level Agreement),
- Hosting Services (on CANDIS' equipment), and
- Thin Client Networks (when servers are hosted within a CANDIS IDC facility)

2. Fault handling

The CANDIS Group Customer Service Centre is open 24/7, 365 days/year. The Customer Service Centre can be contacted through the following e-mail address: support@candis.com.cn, via our online support tool Übersmith: <https://support.candishosting.com.cn>, and by phone: +86 (0)10 6464 0108

When a Customer reports a fault, a reference number is assigned to the reported fault. This allows for identification of the reported fault until the fault is corrected. The reported fault will be analysed and corrected according to CANDIS' Fault Handling Procedure as described herein.

3. Fault Handling Procedure

Fault correction will start within 3 hours from the time the fault is registered by the CANDIS Group Customer Service Centre. The fault correction shall continue without any unnecessary delay until the fault is corrected. Fault correction shall normally take place within regular work hours, i.e. between 09:00 and 18:00, Beijing time zone.

When a fault is reported after 16:00, the fault correction shall at the latest begin within three (3) hours the following work day.

The fault shall normally be corrected within twelve (12) work hours from the time the customer reports the fault to the Customer Service Centre.

4. Network Management and Maintenance

The CANDIS Group's centralised Network Operation Centre monitors all network elements 24/7, 365 days/year.

The Network Management period is defined to be from midnight to 08:00, Beijing time zone.

Planned Maintenance work that reduces service quality shall (when possible) occur in the Network Management period.

Work due to emergency fault correction can occur outside the planned Network Management period, but when possible, with prior notification.

5. Uptime guarantee

The uptime guarantee through this Service Level Agreement is specified to be 24/7, 365 days/year, sans the limitations given herein.

6. Third Party Service Level Agreements

For some of CANDIS' services, CANDIS acts as a sub-supplier for other service providers. If such service providers offer a Service Level Agreement with their service delivery, such Service Level Agreement will be offered onto the services delivered by CANDIS.

Third party Service Level Agreements takes precedence over CANDIS' published Service Level Agreement.

7. Limitations on third party equipment

Support on third party equipment is provided without a guarantee of completion time or uptime, and the Customer must have third party support agreements for such applications and devices to which CANDIS will be acting as first line support and coordinator with the third party.

8. Escalation

During the fault correction process, it might be decided to escalate the handling of the fault correction process to a higher level to ensure a timely correction of the reported fault. CANDIS may however decide to escalate immediately if the fault reported is of such a nature that it affects a larger portion of CANDIS' system.

9. Notification

CANDIS is obligated to notify the Customer no less than three (3) working days ahead of planned maintenance of the network if it is believed that the work will affect the Customer. CANDIS has the right to perform emergency fault correction without notice however, but the main rule is that the Customer shall always be notified.

If the services the CANDIS Group provide change, it is the Customer's responsibility to inform third parties to the Delivered Services Agreement that could be affected by the changes.

10. Quality

Quality parameters are defined according to the product specification in the Appendices to CANDIS' Delivered Services Agreement.

11. Compensation

Actual downtime will be reported to the Customer based on CANDIS' own calculation of service availability if a complaint is received by CANDIS. CANDIS' calculation is final. For services covered by this Service Level Agreement, compensation for downtime of CANDIS' services are granted as a discount on the calculated monthly service charge for the affected service when the service availability does not meet guaranteed uptime levels as given herein.

The guaranteed service availability is calculated from the total service availability sans planned Network Management hours, Maintenance work hours, user related downtime and downtime related to third party services affecting CANDIS' services delivery ability.

Availability	Credit from the next monthly invoice
< 99.50%	5%
< 99.00%	10%
< 98.00%	15%