

Dynasoft Ltd offers an Industry Leading Cloud Service Level Agreement (SLA).

Network Uptime –100% SLA

Dynasoft Ltd guarantees the network will be available 100% of the time in a given month. If it takes us more than 4 hours to resolve the network issue from the time an email trouble ticket is received, Dynasoft Ltd will credit 5% of the monthly usage fee for each additional 4 hours of downtime (up to 100% of customer's monthly usage fee for the specific Cloud Server affected). Network uptime includes functioning of all network infrastructures such as routers, switches, and cabling, but does not include software and services running on your Cloud Server. Network downtime exists when your Cloud Server is unable to transmit and receive data and Dynasoft Ltd records such failure via email at support@dynasoft.net. Network downtime is measured from the time a trouble ticket is received.

Cloud Server Hardware – 100% SLA

Dynasoft Ltd guarantees all hardware components that power your cloud server and will replace any failed components at no cost to you. Once Dynasoft Ltd determines the cause of the problem, hardware replacement begins. If it takes us more than 4 hours from the time the cause is identified to replace the faulty hardware, Dynasoft Ltd will credit 5% of the monthly usage fee per additional hour of downtime (up to 100% of your monthly usage fee for the specific Cloud Server affected).

Infrastructure – 100% SLA

Dynasoft Ltd guarantees all critical infrastructure components, including power supplied to your Cloud Server and HVAC, will be available 100% of the time in a given month. If it takes us more than 4 hours to resolve the infrastructure issue from the time the trouble ticket is received, Dynasoft Ltd will credit 5% of the monthly usage fee per additional 4 hours of downtime (up to 100% of your monthly usage fee for the specific Cloud Server affected). Critical infrastructure includes functioning of all power, HVAC, and cabling. Infrastructure downtime exists when your Cloud Server is shut down due to power or cooling issues and is measured from the time a trouble ticket is received.

SLA Exemptions:

- SLA credits will not be issued if the downtime has been caused by scheduled maintenance or if a cloud customer is in breach of any Dynasoft Ltd service agreements.

- Events of force majeure, including acts of war, god, earthquake, flood, embargo, riot, sabotage, labour disputes, government act, or failure of the Internet are exempt from the Service Level Guarantee.
- Downtime that resulted from modifications or changes of the operating system, database, application code, or other customer code not provided by Dynasoft Ltd will be exempt from the Service Level Guarantee.

SLA Details:

- To receive an SLA credit, you must email support@dynasoft.net within thirty (30) days of the incident. In the email, please provide details on how your Dynasoft Ltd cloud services were adversely affected.
- This Service Level Guarantee is your sole and exclusive remedy in the event that the Dynasoft Ltd cloud platform is unavailable. The maximum total credit for the monthly billing period shall not exceed 100% of your monthly usage fee for the specific Dynasoft Ltd Cloud service affected during said billing monthly period. This Service Level Guarantee is part of your agreement with Dynasoft Ltd and therefore is subject to the terms and conditions stated therein.
- Due to the Dynasoft Ltd billing cycle, Dynasoft Ltd has 60 days to issue a credit from the date of incident.