

1.0. Introduction

This Service Level Agreement (SLA) outlines the performance standards, support availability, and uptime guarantees provided by Leap Group Network and its component agencies which include HumanX, Spark, Amp, and Matter (together “Leap”).

The purpose of this SLA is to define the responsibilities and commitments regarding the quality, reliability, and availability of the web hosting services.

We are committed to providing world-class web hosting services with a focus on maximum uptime, swift issue resolution, and exceptional customer support.

This SLA defines the metrics, including **uptime guarantees**, **response times**, **issue resolution timelines**, and **compensation structures**, that will be used to measure our service performance.

Our commitments:

- **99.999% Uptime Guarantee:** ensuring that customer websites are accessible and operational for at least 99.999% of the time within any given calendar month, barring scheduled maintenance or force majeure events.
- **Support Availability:** Our technical support team is available 24/7/365 via email and phone, ensuring that customer inquiries and issues are promptly addressed.
- **Response and Resolution Times:** Critical issues, such as server outages, will be prioritized and addressed within a target resolution time of four hours. Other issues will follow a tiered resolution process based on severity.
- **Compensation for Downtime:** In the event we fail to meet the uptime guarantees, customers may be entitled to service credits as outlined in this SLA.

1.1. Definitions, conventions, acronyms, and abbreviations

Term	Description
SLA	Service Level Agreement
Accuracy	Degree of conformance between a result specification and standard value.
Timeliness	The characteristic representing performance of action that leaves sufficient time remaining to maintain SLA service expectation.
VM	Virtual Machine
SQL	Microsoft SQL
DB	Database
DR	Disaster Recovery
Resource Availability	Staff Availability
Flexential	Data Center

1.2. Purpose

The purpose of this SLA is to specify the requirements of the Web Hosting solution as defined herein with regards to:

- Requirements for Web Hosting services provisioned to customers
- Agreed service targets
- Criteria for target fulfilment evaluation
- Roles and responsibilities of our company
- Duration, scope, and renewal of this SLA
- Supporting processes, limitations, exclusions, and deviations.

2.0. Service levels, rankings, and priority

Severity Level	Description	Target Response
1. Outage	Server down	Immediate
2. Critical	High risk of server downtime	Within 10 minutes
3. Urgent	End-user impact initiated	Within 20 minutes
4. Important	Potential for performance impact if not addressed	Within 30 minutes
5. Monitor	Issue addressed but potentially impactful in the future	Within one business day
6. Informational	Inquiry for information	Within 48 hours

2.1. Service response

Service	Description	SLA Target	Performance Metric	Measurement
Web Hosting		99.999%	Resource Availability	MTTR, MTTF

2.2. Exceptions and limitations

This SLA is subject to the following exceptions and special conditions:

- Leap must ensure web hosting service availability of 99.999%.
- Leap may not be liable to credit reimbursement for service impact to data center located at 2101 Nelson Miller Parkway Louisville, KY 40223 due to natural disasters.
- Response to requests of severity level 6 or below can be delayed up to 24 hours during a holiday.

3.0. Responses and Responsibilities

Customer responsibilities:

- Customer should provide all necessary information and assistance related to service performance that allows the performance standards as outlined in this document to be achieved.
- Customer shall inform Leap regarding changing business requirements that may necessitate a review, modification, or amendment of the SLA.
- Customer shall be cautious when uploading, editing, and organizing website content like text, images, and videos. Please inform in advance of any major changes planned for the website. This will allow us to be on standby and assist as needed to ensure a smooth transition and address any necessary adjustments.

Our responsibilities:

- Leap will act as primary support provider of the services herein identified, except when third-party vendors are employed, who shall assume appropriate service support responsibilities accordingly.
- Leap will inform Customer regarding scheduled and unscheduled service outages due to maintenance, troubleshooting, or disruptions, or as otherwise necessary.
- Leap will notify Customer of any major changes or updates that need to be made to your website, ensuring you are informed and prepared in advance.

3.1. Customer Service Availability

Customer service coverage is as outlined and specified below:

- On-site support: 9 AM to 6 PM, Monday to Friday (Excluding holidays).
- Phone support: 24 hours as per Section 3.2. of this agreement.
- Email support: 24 hours as per Section 3.2. of this agreement.

3.2. Additional Documentation

All the following documents are available upon request.

- Leap Business Continuity
- Leap Vendor Management Policy
- Leap HR and Physical Security Policy
- Leap ADA Policy
- Flexential SOC 2 Report
- Flexential SOC 2 Bridge Letter
- Flexential HITRUST r2 Certification Letter
- Flexential ISO 27001 Certificate

4.0. Pricing Information

Managed Hosting Structure	Standard	VSP	Dedicated
Production Environment	\$ 99.00	\$ 199.00	\$ 499.00
1 VM web server			
OS: Windows			
CPU: 2 vCPU			
RAM: 8GB / Disk: 80GB / BW: 2TB			
Staging Environment	\$ 39.00	\$ 179.00	\$ 299.00
1 VM web server			
OS: Windows			
CPU: 2 vCPU			
RAM: 4GB / Disk: 80GB / BW: 0.5TB			

OPTIONAL / RELATED SERVICES

Domain Services	\$ 24.99
Management, parking, pointing, redirecting, or registration	
Note: pricing excludes third-party registration fees	
SSL Certificate Licensing and Management Services	
Single (1 exact domain OR 1 exact sub-domain)	\$ 69.99
Single Add-on Pack of 5 Singles	\$ 115.99
Single Add-on Pack of 10 Singles	\$ 219.99
Single Add-on Pack of 25 Singles	\$ 349.99
Single Add-on Pack of 50 Singles	\$ 449.99
Single Plus (1 exact domain + 5 sub-domains)	\$ 89.99
Single Plus Add-on Pack fo 10 sub-domains	\$ 69.99
Single Plus Add-on Pack fo 10 sub-domains	\$ 99.99
Single Plus Add-on Pack fo 10 sub-domains	\$ 139.99
Archiving Services	
Weekly Archiving (available for 1 year)	\$ 299.99
Monthly Archiving (available for years)	\$ 199.99
Daily Back-up (7-day rolling)	\$ 149.99
One-time Restoration Fee (if no archiving service selected)	\$ 4,500.00
High-deliverability Licensing for Domain Email	\$ 149.99
All webiste / CMS forms an email submissions	
Note: required for PCI compliance	

Note: All fees are monthly recurring unless otherwise stated. If Client chooses annual billing, one-month is provided at no-cost each annual period.

Governmental Discount: Pricing discounted 20% for all local, munipicle, state and related-agency entities.

Pricing excludes set-up, confirmation and testing costs. All pricing subject to change.