XO® Server Collocation

SLA Description
XO® recognizes that network availability is critical to Server Collocation customers. XO backs its commitment and focus on operational excellence and reliability by providing a network uptime guarantee of 99.7% for Server Collocation customers. The network is comprised of the Local Area Network (LAN) in the data center and the XO backbone.

Credits
If in any given calendar month, inaccessibility to your server for more than 130 minutes is caused solely by either the XO data center LAN or the XO backbone network then XO will credit your account 25% of that month's committed rate bandwidth fee

Exclusions
This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance (c) local loop faults, and (d) customer-enabled faults.

XO™ Dedicated Server

XO® recognizes that the best outsourced hosting providers are committed to keeping server response times low and reliability high.

SLA Description: Basic
XO recognizes that network availability is critical to XO Dedicated Server customers. XO backs its commitment and focus on operational excellence and reliability by providing a network uptime guarantee of 99.7% for XO Dedicated Server customers. The network is comprised of the Local Area Network (LAN) in the data center and the XO backbone.

Credits
If in any given calendar month, inaccessibility to your server for more than 130 minutes is caused solely by either the XO data center LAN or the XO backbone network then XO will credit your account 25% of that month's committed rate bandwidth fee.

Exclusions
This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance (c) local loop faults, and (d) customer-enabled faults.

Enhanced SLA Agreement: Mirrored Server Disk Drives
XO recognizes that server availability is critical to users. Servers configured with mirrored hard disk drives receive an enhanced SLA of 99.7% on XO Dedicated Server Hardware in addition to the network uptime guarantee.

Credits for Enhanced SLA Agreement: Mirrored Server Disk Drives
If in any calendar month, your XO Dedicated Server hardware is down for more than 130 minutes, XO will credit you 25% of that month's committed rate bandwidth fee plus that month's XO Dedicated Server hardware fee.

Exclusions
This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance (c) local loop faults, and (d) customer-enabled faults.

Enhanced SLA Agreement: Load Balanced or Clustered Servers
XO Dedicated Server customers receive stronger SLAs if they subscribe to XO Load Balancing services or Clustered servers.

XO Dedicated Server customers subscribing to Load Balancing or Clustering receive a 99.97% Web

site, FTP site or clustered server availability guarantee, instead of the standard 99.7% server availability SLA. The enhanced load balancing / clustering SLA is not, however, guaranteeing that any one server will be available 99.97% of the time, but rather the Web, FTP site or one of the clustered servers could be accessed.

Faults with web site design, including single points of failure in the server configuration hosted by XO on the behalf of the customer, or content replication will not be the responsibility of XO and will not be covered by the SLA. All servers must be configured with mirrored hard disk drives to qualify for the enhanced SLA.

Credits for Enhanced SLA Agreement: Load Balanced or Clustered Servers
If in any calendar month, your Web or FTP site covered by the Enhanced SLA Agreement is down for more than 13 minutes, XO will credit you 25% of that month's committed rate bandwidth fee plus that month's XO Dedicated Server hardware fee.

Exclusions
This guarantee excludes (a) scheduled maintenance windows, (b) planned service outages, including emergency maintenance (c) local loop faults, and (d) customer-enabled faults.