RAMBASE

RamBase service level agreement

1   AVAILABILITY

RamBase has a guaranteed availability of 99.9% within one (1) year, measured at:

- www.rambase.net
- Api.rambase.net
- Portal.rambase.net

For the avoidance of doubt, the availability guarantee does not cover integrations, extensions or applications developed by the Customer or its third parties on RamBase.

The availability within one (1) year will be calculated using the following formula:

$$\text{Availability} = (1 - (N-P)/D) \times 100$$

- P: Downtime in connection with planned maintenance
- D: Operating time in minutes - total number of minutes
- N: Total downtime in minutes - the time RamBase has been unavailable and this is due to factors for which JHC is responsible, i.e. not force majeure or other factors outside the control of JHC such as, but not limited to, downtime caused by third parties such as tele-providers, the Customer's third parties, Customer's local network or Customer's applications.

Partial availability and disconnects lasting less than five (5) seconds due to failover is not counted as downtime in the formula above.

2   PLANNED MAINTENANCE

Planned maintenance will be notified fourteen (14) days in advance. If the maintenance is not notified in advance, unavailability in connection with the performance of such maintenance will be counted as downtime. JHC and Partner reserves the right to shut down RamBase on short notice in the event of critical maintenance, unavailability in connection with the performance of such maintenance will be counted as downtime.

HATTELAND