

99.9% SERVICE LEVEL AGREEMENT

1. SCOPE

This Service Level Agreement (this "Policy") governs the service level that GraviT is expected to meet as well as the corresponding penalties and compensation for not meeting Service Levels as further specified for provision of GraviT products and services (the "Services"). GraviT may modify this Policy at any time without notice by posting it in the GraviT website (<http://www.gravit.com.au/terms-conditions.html>).

2. SUPPORT

The Client can request support requests by contacting GraviT staff, contact numbers as well as emailing the primary support email address support@gravit.com.au. Client support requests will be handled as soon as possible; target time to initiate support requests is within 30 minutes. Client requests for software upgrades and or installation of new software packages will be processed as soon as possible. Target time to complete such requests is within 2 working days of receipt.

3. PERFORMANCE

All GraviT network Services are continuously monitored to ensure rapid response to any faults, which may occur. Monitoring is carried out on all primary Services. Monitoring feedback is provided to GraviT support staff via email and paging services 24 hours, 7 days.

4. SCHEDULED OUTAGES

From time to time upgrades to hardware and or software may be required, where possible such upgrades will be performed outside of business hours. Clients will be notified as far as practicable in advance of such upgrades via email / or telephone no less than 24 hours in advance of any scheduled outage. Scheduled outages under normal conditions should not exceed 5 hours per year.

5. SERVICE LEVEL

5.1 SERVICE LEVEL

The targeted minimum Service Level is 99.9% uptime each month.

5.2 SERVICE UPTIME

The Service Uptime will be measured by GraviT and its determination is final.

5.3 CLIENT CREDIT

If GraviT determines that Services were unavailable (excluding scheduled outages or those caused by customers or third parties) for a period exceeding the maximum allowable under the prescribed uptime guarantee, and extending for a continuous duration of 1 hour or more per instance, upon the customer's request, GraviT will credit the Clients' monthly invoice the pro-rated charges of one (1) day of the GraviT Service fee for each consecutive hour of applicable downtime, up to a maximum of 30 days per month. To receive this credit, the Client must contact GraviT requesting the credit within 30 days of the end of the month for which credit is requested.

