

Schedule 2 (Hosted Services)

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A man with dark skin and dreadlocks is looking intently at a laptop screen. He is wearing a blue button-down shirt. The background is dark and out of focus, showing what appears to be a desk with some papers and a smartphone.

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Schedule 2 (Hosted Services)

1. Introduction to availability SLA

- 1.1. This Schedule 2 sets out the Provider's availability commitments relating to the Hosted Services.
- 1.2. In this Schedule 2, "uptime" means the percentage of time during a given period when the Hosted Services are available at the gateway between public internet and the network of the hosting services provider for the Hosted Services.

2. Availability

- 2.1. The Provider shall use reasonable endeavours to ensure that the uptime for the Hosted Services is at least 98% during each calendar year.

3. Exceptions

- 3.1. Downtime caused by any of the following shall not be considered when calculating whether the Provider has met the uptime guarantee given in Part 2:
 - 3.1.1.a Force Majeure Event;
 - 3.1.2.a fault or failure of the internet or any public telecommunications network;
 - 3.1.3.a fault or failure of the Provider's hosting infrastructure services provider, unless such fault or failure constitutes an actionable breach of the contract between the Provider and that company;
 - 3.1.4.a fault or failure of the Customer's computer systems or networks;
 - 3.1.5.any breach by the Customer of the Agreement; or
 - 3.1.6.scheduled maintenance carried out in accordance with the Agreement.