

Service Description

General

LightEdge will provide Shared Hosting including bandwidth, shared HTTP/FTP server, and server management for Customer's data.

Levels

Service will be made available to Customer via one or more of the following levels:

FTP Site (Basic): Data storage is limited to 200MB. Bandwidth or data transfer includes 10GB per month.

FTP Site (Professional): Data storage is limited to 400MB. Bandwidth or data transfer includes 20GB per month.

FTP Site (Enterprise): Data storage is limited to 600MB. Bandwidth or data transfer includes 30GB per month.

Shared Hosting (Unix): Data storage is limited to 200MB. Bandwidth or data transfer includes 10GB per month.

Shared Hosting (Windows): Data storage is limited to 200MB. Bandwidth or data transfer includes 10GB per month.

Availability

For the purpose of this section alone "Availability" shall be defined as ability of LightEdge to fulfill initial order for Service. Once Service has progressed past installation phase and has been delivered to Customer as a working Service this section shall no longer apply.

The availability of Service is dependent on available space, power, hardware and available network connectivity within a given data center. LightEdge reserves the right to limit availability of Service to new customer or expansion of existing customers based on availability of space, power, hardware, or network connectivity.

LightEdge also reserves the right to limit service availability in the event that necessary service components including, but not limited to, electrical power, cooling capacity, cabling, rack space, switching/routing/network infrastructure, application software, etc. are either unavailable or unattainable at a reasonable cost to LightEdge.

Delivery

This section intentionally left blank.

Features

This section intentionally left blank.

Moves, Adds and Changes

This section intentionally left blank.

Limitations

This section intentionally left blank.

Service Options

The following options may be added to Customer Service. Description of Service options herein in no way entitles Customer to feature. Options described below may have additional cost associated with them.

Additional Storage

Additional storage may be available for Shared Hosting products for an additional fee.

DNS

LightEdge will assist in the registration or modification and migration of domain registration records to LightEdge Primary and Secondary Domain Name servers. LightEdge will provide Primary and Secondary hosting of such DNS records.

SSL Certificates

LightEdge will provide a digital certificate which secures data utilizing Secure Socket Layer encryption.

Web Reporting

LightEdge will provide access to web traffic reports and activity information.

Service Delivery

General

It is Customer's responsibility to ensure that all Users computers are able to connect to Service and are configured properly. This includes but is not limited to Ethernet switches, Ethernet cabling, workstations, servers and operating systems.

Installation

Standard installation timeframe for Service is defined elsewhere in this Service Agreement.

Installation expedites are available with this Service. Installation expedite requests will be subject to current expedite fees. Expedite requests will also be subject to a pass through of any and all fees billed to LightEdge by other vendors in the support of the expedite request.

Expedite requests are serviced in a best effort manner. LightEdge does not warrant or represent that Service installation expedites will actually expedite delivery of Service. Customer shall be subject to any and all expedite fees regardless of the outcome of the expedite request.

If additional configuration work is required due to limitations of the Customer systems, including but not limited to servers, workstations or network, then LightEdge reserves the right to bill customer at current hourly rates for additional configuration time.

Except as otherwise defined within this agreement LightEdge is NOT responsible for and will not be obligated to provide any assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of equipment or software, or integration of equipment or software into Customer's internal network. Such services may be available at additional cost.

Customer shall be responsible for any travel expenses incurred by LightEdge in the course of providing onsite installation service.

Installation Options

This section intentionally left blank.

Cabling

This section intentionally left blank.

Service Upgrades & Modifications

LightEdge may use other methods to provide Customer with equivalent Service. LightEdge reserves the right to replace Customer Service with equivalent or upgraded Service at any time during contract duration. LightEdge will make an effort to coordinate any such Service change with the Customer prior to such change. If LightEdge is unable to coordinate an acceptable time for a Service change with the Customer LightEdge reserves the right to make such a Service change during a Scheduled Maintenance window.

Service Termination

LightEdge makes no guarantee of Service availability beyond the termination date.

LightEdge shall not be responsible for retaining any of your Data after termination date of Service. Your Data may be deleted on the day of Service termination. LightEdge will not restore, provide on any storage media or send out any Data pertaining to terminated Service, unless specifically noted in a customized service agreement. It is Customer's responsibility to backup Data prior to termination of Service.

Service Level Agreements

SLAs or Service Level Agreements for this Service can now be found within the unified "Service Level Agreement" document, located at <https://www.lightedge.com/legal>