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Service Level Agreement (SLA)

This service level agreement applies to all services provided by Creative e-World Pte Ltd

1. Definition

- a. "Customer" means the person(s) to whom the client has authorized access to the web hosting, email hosting, e-commerce platforms or any systems for the purposes of configuration, testing or development or those persons authorized/requested to act on behalf of the client.
- b. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use. This can include, but is not limited to web hosting, email hosting, e-commerce platforms, and/or B2B product information sites.
- c. "Service Availability" is the total time in a calendar year that the services are available.
- d. "SLA" means Service Level Agreement (this document).
- e. "CEW" or "Company" refers to Creative eWorld Pte Ltd.

2. Our Goal

- a. CEW's goal is to achieve 99.9% uptime per calendar year.

3. Remedy

- a. Subject to Section 4 and Section 5 below, CEW will issue an account credit to the Customer if both the SLA is less than 99.9%, and the customer has requested a credit, based on the following:

Service Availability	Credit Value
Less than 99.9% but greater than or equal to 99.0%	Credit equivalent to seven (7) days of the currently subscribed services.
Less than 99.0% but greater than or equal to 95.0%	Credit equivalent to fourteen (14) days of the currently subscribed services.
Less than 95.0%	Credit equivalent to thirty (30) days of the currently subscribed services.

- b. A Customer must claim the credit by requesting it through the assigned salesperson of CEW.

4. Exceptions

- a. The Customer will not be entitled to any remedy under this SLA if the Service Availability is reduced or impaired due to any exception named in this section of the agreement.
- b. Circumstances beyond CEW's reasonable control, including but not limited to, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services (including but not limited to third-party data centers' availability, cloud service providers' availability), cyber-attacks (including but not limited to Denial of Service attacks, ransomware attacks, phishing attacks, exploitation of system Services and Operating Systems), or failure of third party

software (including but not limited to cPanel, WordPress, e-commerce software, payment gateways).`

- c. Scheduled maintenance or upgrades and emergency maintenance or upgrades as per Section 5 of this agreement.
- d. DNS propagation issues outside the direct control of CEW.
- e. Issues with FTP, POP3, IMAP, SMTP, SSH, cPanel or Webmail.
- f. SLA breaches reported by third-party monitoring services belonging to the Customer.
- g. Customer's acts or omissions (or acts or omissions of others engaged or authorized by Customer), including but not limited to, custom scripting or coding (CGI, Perl, HTML, PHP, etc), inaccurate configuration, non-compliant use of any software installed on the server, customer-initiated server over-utilization, any negligence, willful misconduct, or use of the Service in breach of CEW's Terms and Conditions.
- h. Email or webmail delivery and transmission.
- i. Outages elsewhere on the internet, DNS caching, browser caching, or any other reason that hinders access to your Service whilst it is still accessible to some.
- j. Issues related to Customer's local area network connectivity, internet connectivity, and end-user software.

5. Maintenance

- a. CEW will perform scheduled maintenance at a time which is deemed suitable by CEW with a 24-hour notice. The scheduled maintenance usually happens after office hours. These periods are not included in the Service Availability calculations, for both in and out of office hours maintenance.
- b. Unscheduled maintenance will be performed as required by CEW, and should any Service(s) be offline for greater than sixty (60) minutes, CEW will post details of the maintenance and any updates until it has been completed. These periods are not included in the Service Availability calculations.
- c. For both scheduled and unscheduled maintenance, the notices are posted on CEW's website (www.creaworld.com.sg).

6. Acceptance

- a. The Customer signified acceptance of this Service Level Agreement upon signing up/subscribing or being transferred to CEW.

7. Changes

- a. CEW may amend our Service Level Agreement at any time. Changes to this agreement will become effective upon their publication on our website.
- b. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your CEW account.