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Appextech.com Service Level Agreement (SLA)

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Appextech Software Solutions attempts to provide a 99% uptime guarantee Service Availability of its Services for all customers. You acknowledge and agree under this Service Level Agreement (SLA) that from time to time this Site or Service Availability may be inaccessible or inoperable for any reason including, but not limited to, scheduled maintenance, equipment malfunctions, repairs, or replacements that we undertake from time to time; or causes beyond our reasonable control or that are not reasonably foreseeable including, but not limited to, interruption or failure of telecommunication or digital transmission links, hostile network attacks, network congestion or other failures, failure of third party software or hardware, third-party services including DNS (Domain Name Server) issues outside the direct control of Appextech.Com, Attacks by viruses or hackers, Distributed Denial of Service (DDoS) attacks against Appextech.Com network; Interruption of service caused by clients, their employees, customers, including but not limited to over-utilization and misconfiguration, etc.

Appextech.Com upgrades the server, software, and other tools from time to time. For this purpose sometime we need to down some services for some certain time period. In case of any upgrade, the customer May or May not be informed 24 hours prior to the downtime. The downtime is usually not more than 1-7 Hours or depending on the situation.

You acknowledge and agree that we have no control over the availability of this Site or the Service on a continuous or uninterrupted basis and that we assume no liability to you or any other party with regard thereto.

End of the Service Level Agreement (SLA)