SERVICE LEVEL AGREEMENT

Everyday will provide the software solution as detailed in the attached Order Form on a Hosted Service provided by Google Cloud Services.

The on-line service will be delivered 7.00am to 7.00pm 7 days per week.

Additional access can be scheduled as required and agreed by both parties.

Down time for:

* Back-up routines
* Software upgrades

will be agreed with the Client to ensure minimum disruption to the production environment.

User Support, Implementation and Professional services will be supplied as detailed in any Professional Services Statement of Works.