



iWV MONITORING SERVICES TERMS AND CONDITIONS

This document forms an integral part of the “Master Agreement” signed between ICONZ-Webvisions (hereinafter known as iWV) and all reference to “Master Agreement” refers to the same Master Agreement.

iWV provides network, service and server monitoring services on 24 hours a day and 7 days a week (24x7) basis.

Terms of Service

iWV endeavours to notify CUSTOMER, via suitable channel, of monitoring alert within 15 minutes for critical (emergency, service down or alert limit exceeded) alerts and 60 minutes for warning (service impacted or warning limit exceeded) alerts.

Free Basic Monitoring

iWV provides free basic monitoring for CUSTOMERS with network service subscription. Basic monitoring includes general server network connectivity through ICMP ping test and, if available, HTTP port for service availability. Network connectivity and service availability are tested every 5 minutes via ping or TCP test connection.

Server Monitoring

iWV provides server Monitoring-as-a-service which CUSTOMERS can subscribe to. Server monitoring includes monitoring of server resources (CPU, RAM and file system usage), processes and services. This also includes additional network TCP port service monitoring (standard TCP service like HTTP, HTTPS, SMTP, POP3, IMAP, SSH, RDP, FTP, etc). A monitoring software agent will be installed to facilitate such monitoring. Monitoring agent will collect data and submit to central monitoring server every 5 minutes. iWV will work with CUSTOMER to configure monitoring agent settings such as warning and alert limits.