



Service Level Agreement

between

FORNEX HOSTING S.L.

ES B93064228

Edificio Altair, office 212,

Urb. Saladillo, 214,

29680 Estepona (Málaga)

Spain

(referred as "Operator")

and

Bizbon N.V. LLC

Registration number 141081

Dr. M.J. Hugenholtzweg 25 Unit 11,

Willemstad,

Curacao

(referred as "Subscriber")

Service Features

Network Operation Center	Available via ticket system 24/7, 365 days a year.
Backbone	The Operator provides the Subscriber with at least 99,9% access to the Curacao backbone for 24 hours a day per calendar month (if only the data exchange can take place within the Curacao backbone). Availability losses due to force majeures and/or announced maintenance are not counted. The maintenance gap should be announced at least 3 days in advance.
Port	The Operator provides the Subscriber with at least 99,9% access to a switch port in a datacenter cabinet for 24 hours a day per calendar month (if only the data exchange can take place through it). The port is also considered as available if the link on the port is up but the data exchange can be not made due to other technical problems. If ports are redundant, they are considered as available if a link on at least one of the ports is up. Availability losses due to force majeures and/or announced maintenance are not counted. The maintenance gap should be announced at least 3 days in advance.
Managed Services	Not included
Informing of the Subscriber	In case a failure occurs the Operator shall notify the Subscriber and vice versa within at least 30 minutes.

Subject of the Agreement

1. The Operator provides the Subscriber with the telematic, data transmission, dedicated server hosting, and other services described by the agreement and the Subscriber is obliged to pay for the services provided on the conditions defined by the present Agreement.
2. The Operator offers the services based on its own equipment and/or the Subscriber's equipment, provided in accordance with this agreement, and/or third party equipment.
3. The list, cost, and terms of provisioning along with other parameters of the services can be agreed within the Operators ticket system and shall be considered an integral part of the present agreement.
4. The services shall be provided in accordance with the Terms of Service (available online on the website of the Operator).

Dedicated Server Hosting Service

1. The Dedicated Server Hosting Service means providing the Subscriber with server hardware and associated equipment based on standard or custom technical solutions. The hosted server is deployed and located in the Operator's telecommunication cabinet and is connected by default to the Internet through one FastEthernet switch port (1 Gbps, full duplex). Each device has one IPv4 address.
2. The Subscriber may choose an operating system of Linux, FreeBSD or Windows series to be installed by the Operator's tech support during the server setup or can run the installation of any other software itself via KVM (IPMI) server management system.
3. In case the server breaks, the Operator endeavors to restore its operation as soon as possible. When dealing with non-standard equipment, the terms of provisioning and acceptable downtime should be additionally agreed by the parties. The Subscriber has right to hire a third party for server provisioning.

Obligations of the Parties

The Operator is obliged to:

1. Provide the Subscriber with the services in accordance with the agreement, and the legislation of Curacao.
2. Keep records of the services provided on monthly basis.
3. Notify the Subscriber of scheduled maintenance at least three days in advance.

The Subscriber is obliged to

1. Pay for the services provided by the Operator according on regular basis.
2. Inform instantly the Operator's technical support via the Operator's ticket system about any technical issues related to the services provided according to that Agreement.
3. Respect the law of the European Union related to the services provided by the Operator.

4. Not to use the Operator's equipment for:
- mass emailing (spamming) or publishing data by means of spamming
 - port scanning or searching for critical vulnerabilities of other services, connected to the Internet
 - overloading Operator's network on purpose

Cost of the Services

1. The cost of the Services is agreed in Euro and can be paid both in Euro or translated to another currency if accepted by the Operator. The services are considered as paid when the Subscriber's payment is deposited into the Operator's bank account.
2. An invoice should be paid within 14 banking days from the issue date.
3. The Operator provides the Subscriber with digital invoices according to common taxation rules via email or the ticket system.
4. Current cost of services ordered by the Subscriber is available in the account on the website of the Operator and in the Service List of this Agreement. The number of services can be changed and should be agreed via the ticket system before being paid.
5. The Operator has the right to change the cost of services unilaterally and, in that case, has to notify the Subscriber at least 30 days in advance via email or the ticket system.

Severability Clause

If any clause, or portion of a clause, in this Agreement is considered invalid under the rule of law, it shall be regarded as stricken while the remainder of this Agreement shall continue to be in full effect.

Renewal Clause

If not sooner terminated, this Agreement shall renew at the end of the Initial Term and shall thereafter continue for successive annual periods until terminated by either party upon not less than ninety (90) days' written notice prior to the expiration of the Initial Term or the current renewal clause.

Termination Clause

Either Party may terminate this Agreement on 90 days written notice. In the event both Parties wish to mutually terminate this Agreement, the date of termination shall be as agreed by the Parties without regard to the notice provision.

Service List

Position	Price
34-271363 VPS 2-2-50 CURACAO	20,00 €

Located DC: Kaya Seru Mahuma z/n Willemstad, Curaçao: Blue NAP Americas (SNDC2)

30-09-2025		30-09-2025	/	
(Date)	(Signature of the Operator)	(Date)		(Signature of the Subscriber)

