

HOSTED INFRASTRUCTURE & DATA CENTER SERVICE SCHEDULE

COMNEXIA Corporation

Service-Specific Schedule

Version 2026.08.14

Intended permanent URL

<https://comnexia.com/service-schedules/hosted-infrastructure/>

How this schedule applies. This schedule replaces the hosting and data-center concepts that were embedded in COMNEXIA's legacy all-in-one SLA. It applies only when a Sales Order expressly purchases hosted infrastructure, colocation, virtual server, DMS hosting, hosted network or related data-center Services and identifies this version.

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1. Service Scope

The Sales Order identifies the hosted resources, compute, storage, connectivity, virtual servers, colocation space, bandwidth, IP resources, managed components and other included Services.

Customer applications, third-party software and Customer-owned equipment are included only when expressly identified.

2. Service Availability

COMNEXIA will use commercially reasonable efforts to maintain hosted Services within the scope it controls. No percentage uptime commitment applies unless the Sales Order or incorporated SLA expressly states the percentage, measurement method, exclusions and service-credit remedy.

3. Maintenance

COMNEXIA and its providers may perform scheduled, emergency and security maintenance. COMNEXIA will provide reasonable advance notice of planned maintenance expected to cause a material interruption when practical. Emergency maintenance may occur without advance notice.

4. Customer Equipment and Applications

Customer is responsible for the suitability, licensing and supportability of Customer-owned hardware, operating systems, applications and data unless the Sales Order expressly assigns that responsibility to COMNEXIA.

COMNEXIA is not responsible for interruption caused by Customer applications, Customer equipment, unauthorized Customer changes or a Third-Party Provider outside COMNEXIA's control.

5. Power and Connectivity

Where colocation or hosted infrastructure depends on data-center power and network providers, the applicable provider architecture and service terms apply. Customer must comply with stated power, rack, cabling, safety and equipment requirements for any Customer-owned equipment placed in a facility.

6. Internet Protocol Resources

IP addresses and related network resources assigned by COMNEXIA remain under COMNEXIA or provider control unless the Sales Order expressly states that Customer owns the resource. Customer must release COMNEXIA-assigned addressing when the applicable Service ends.

7. Security and Access

Physical and logical access to hosted infrastructure is limited to persons authorized under the applicable Service. Customer has no right to physical access to COMNEXIA-owned or shared infrastructure except as expressly arranged.

COMNEXIA may take emergency action to isolate hosted systems that create a material security or abuse risk.

8. Backup

Hosted infrastructure is not automatically backed up. Backup, replication, retention and disaster recovery apply only when separately purchased and are governed by the Backup & Disaster Recovery Service Schedule or other expressly incorporated terms.

9. Capacity and Usage

Customer must remain within purchased compute, storage, bandwidth, power and other capacity. Overage, expansion or abnormal usage may result in additional charges or require a revised Sales Order.

10. Service Credits

A service credit is available only when expressly stated in an incorporated SLA. The SLA determines measurement, exclusions, request deadline and maximum credit. Unless the Sales Order states otherwise, credits are the exclusive monetary remedy for the specific service-level failure covered by that SLA.