

EXHIBIT 3 - SERVICE LEVEL AGREEMENT

1. Network Availability and Uptime. Company guarantees that its internal network and connectivity (exclusive of third party providers) shall be available 99.9 percent of the time as defined herein. This 99.9 percent guarantee covers the availability of all internet switches, peering, cabling, hubs, routers, DNS servers, load balancers, centralized servers, network appliances, backup and storage devices, management consoles, gateways and other equipment now or in the future deemed as a requirement for connecting to the internet and providing Company's services to Customer. This guarantee does not include availability or performance of the internet.

2. Infrastructure Availability and Uptime. Company guarantees that Company's infrastructure shall be made available 99.9 percent of the time as defined herein. This 99.9 percent guarantee covers the availability of all power requirements, UPS/PDU, power cabling and other infrastructure or equipment, now or in the future deemed as a requirement for maintaining the network infrastructure and providing Company's services to Customer. This infrastructure availability and uptime guarantee shall not extend to node access systems or to individual computer power supplies or computers or servers that are shut down due to excessive heat problems. This guarantee does not include availability or performance of the internet.

3. Uptime Guarantee and Customer Credits. In the event that Customer suffers any "downtime" or lack of network or infrastructure availability provided by Company, the Customer shall receive a credit on its account subject to the table below. All requests for credit must be made within ten days from the occurrence of the downtime and must be made in writing via a support ticket. All credit requests must be verified by the Company and credits may take up to 30 days to appear on Customer's account. Company reserves the right to revoke any credit for downtime issues that are later discovered to have been caused by or attributed to Customer activity or external forces not related to Company network or hardware.

AVAILABILITY	DOWN TIME PER MONTH	SERVICE LEVEL CREDIT
99.9% - 100%	43.2 MINUTES	0% OF MONTHLY BILL
99.8% - 99.9%	86.23 MINUTES	5% OF MONTHLY BILL
99.5% - 99.8%	3.60 HOURS	10% OF MONTHLY BILL
99% - 99.5%	7.2 HOURS	15% OF MONTHLY BILL
0% - 99%	> 8 hours	100% OF MONTHLY BILL

4. First Tier Support. For managed services, Customer will contact the Company help desk via the Transformyx web based ticketing infrastructure or phone (225-761-0088). Transformyx will respond to a support call or support ticket email within one hour of receipt during normal business hours of 6:00 am to 6:00 pm (central time), Monday through Friday excluding holidays as defined on Transformyx's website. If the support request is received outside of normal business hours, Company will respond by 9:00 a.m. on the first business day following the receipt of the support ticket. After-hours support packages are offered to those Customer for an additional charge. For the purposes of this Agreement, "respond" is defined as a Company representative contacting the Customer via telephone or email and advising that Company is actively working on the problem, and providing follow up if the problem is unresolved after specified periods of time, but does not mean that resolution of the problem complained of will be achieved in the specified time period.

5. Urgent Support. If Customer requests a response or work on a special project outside the scope of the Services, outside the scope of this Agreement, or beyond Normal Network Operations, Customer agrees to pay the rates as defined on Transformyx's website per hour for remote and/or on-site work for that support in addition to Customer's regular monthly support fees under the Agreement. For the purposes of this Agreement, "Normal Network Operations" is defined as the functionality and standard operations of Customer's existing network, systems, devices and servers.

6. Normal Business Hourly Rates. The current hourly rates are as defined on Transformyx's website and covers time billed Monday – Friday from 8am to 5pm unless otherwise stated in this agreement or on a specific eQuote generated for and accepted by Customer specific to this service engagement.

EXHIBIT 3 - SERVICE LEVEL AGREEMENT pg. 2

7. After Hours M-F Business Hourly Rates. After Hours rates are 1.5 times the current hourly rates expressed on Transformyx's website and covers time billed Monday – Friday from 5:00pm – 8:00am unless otherwise stated in this agreement or on a specific Quote generated for and accepted by Customer.

8. Weekend and Holiday Business Hourly Rates. After Hours rates are 2 times the current hourly rates expressed on Transformyx's website and covers time billed on Holidays and Saturday – Sunday from 12am – 12pm unless otherwise stated in this agreement or on a specific Quote generated for and accepted by Customer.

9. Customer Obligations. Customer agrees to:

- a. Provide detailed specifications for any new requirements for modifications or expansion of services and support.
- b. Provide Company with at least one week's notice (non-emergency situations) and 48 hours' notice (emergency situations) for any changes, to be performed by Company, to any systems NOT under management/monitoring by Company, especially any systems that are connected to the network.
- c. Provide any specialized forms and supplies necessary for Company to furnish Services.
- d. Provide Company with updated information about changes such as the designated representative, or additions/changes to the hardware and software.
- e. Establish internal procedures for coordinating requests to Company on new requirements or modifications to the network.
- f. Provide Company with current passwords to servers, routers, firewalls, network switches or other network hardware and/or application software (for managed services).
- g. Respond to routine inquiries from Company employees relating to Services.
- h. Designate a contact person for Company personnel and ensure that the designated contact list is current.
- i. Abide by the terms and conditions of the Master Service Agreement.

10. IT Security Services Guarantee. All Recurring IT Security Services are guaranteed to be performed and documented or client will receive 30% of the contracted monthly billing per failure up to 100% of the monthly billing.