

Service Level Agreements (SLA)

Pricing and Options

| | Level Standard | Level Gold | Level Premium |
|--|--------------------------|----------------------|--------------------------|
| Maintenance Window on Sunday | 22:00 – 23:59 UTC | 22:00 - 23:59 UTC | 22:00 - 23:59 UTC |
| Reaction time (Monday-Friday 6:00-20:00 UTC) | 48 hours | 24 hours | 12 hours |
| Communication | E-Mail (Phone) | E-mail, Phone | E-mail, Phone, IM |
| Error diagnostics | | | |
| Critical errors 6:00-20:00 UTC | 8 hours | 4 hours | 2 hours |
| Critical errors 20:00-6:00 UTC | 16 hours | 8 hours | 4 hours |
| Emergency message in case of non-availability | 4 hours | 2 hours | 30 minutes |
| Communication in case of critical errors | Email, Phone | Email, Phone, Mobile | Email, Phone, Mobile, IM |
| Non-critical errors 6:00-20:00 UTC | 16 hours | 8 hours | 4 hours |
| Backup, Maintenance, Support | | | |
| Backup Intervall | 24 hours | 8 hours | 2 hours |
| Max. number of supportcases per month | 5 | 10 | 30 |
| Hold-back time for Backups | 45 days | 45 days | 45 days |
| E-Mail Support | free | free | free |
| Phone Support | - | free | free |
| Minor software updates (New features) | 1 / year | 2 / year | 4 / year |
| Customization (Programming time) | 50 € / 15 minutes | 45 € / 15 minutes | 40 € / 15 minutes |
| Bugfixes | free | free | free |
| Availability and Monitoring | | | |
| Guaranteed availability at Serverlocation (Germany) (in % annual average) | 99,5% | 99,7% | 99,9% |
| Monitoring intervall | 10 minutes | 5 minutes | 2 minutes |
| Response time server tracking / percentile (Guaranteed for Europe) | 750ms >95% | 500ms >95% | 250ms >95% |
| | Included | 100 € / month | 400 € / month |