Interactieve Communicatie Technologie
ABC Web BV | Esdoornstraat 9 | 2580 Putte | België | BTW BE 0810.414.709
T +32(0)15/64.86.71 | info@abcweb.be | www.abcweb.be

Service Level Agreements

Support / Helpdesk

If you have any questions, please contact our support department. However, this support is on a 'best effort' base. These SLA levels give you guarantees of when your questions will be answered, and what the guarantees are if you experience hardware problems.

Please keep in mind that we can not guarantee support for scripts or applications of third parties, unless otherwise stated in the SLA contract.

Maintenance :
software and/or hardware maintenance to ensure the optimal performance of the server
Maintenance is not counted for in the uptime guarantee, if:

- The maintenance has been published at least 2 days up front by e-mail and/or on the support website
- The (unannounced) maintenance is urgent to ensure the safety and/or performance of the server

These cases are not counted for in the uptime guarantee:

- Cable cuts
- Malfunctions with a third party, outside of the ABC Web network
- Malfunctions because of (terrorist) attacks
- Water damage because and/or as consequence of a flood
- Any uncontrollable cause (Force Majeure)

General

These service levels are on a monthly basis. These are reset to 0 on every first day of the month. Scheduled maintenance does not influence these guarantees.

Calculation of the service level

The uptime of our services is calculated using the following formula:

B: = (Nt-Dt)/Nt x 100%
Nt: = Period of availability that is expected
Dt: = period in which the services are unavailable

Maintenance windows will not be included in this calculation.

1) Dedicated servers, virtual servers and colocation

1.1. Network uptime

Description	Connectivity to your servers and/or other hardware
Service level	Internet connectivity to your hardware is guaranteed for 99.97% of the time Problems created by our client is not included in this guarantee.

1.2. Hardware

Description	Guarantee on your hardware or dedicated server (if applicable)
Service level	All hardware which is rented in dedicated servers or managed services, is guaranteed for 99.9% Costs towards faulting hardware (replacement and components) are covered by this SLA.

1.3. Service Level Agreements

Service Level	Description
SLA 0	Best effort SLA, no guaranteed reaction time to malfunctions. In general, a reaction can be expected within 24 hours. Included are: • Hardware support • 99,7% uptime guarantee per month • NO software maintenance - customer updates software - root acess
SLA 1	All options of SLA 0 +: • reaction time to malfunctions within 12 business hours, within 24 hours on holidays and weekends • Standard Linux or Windows maintenance - no root access • 30 minutes extra Linux or Windows Support per month • 99,8% uptime guarantee per month • Inclusive Standard monitor scripts
SLA 2	All options of SLA 0 +: • reaction time to malfunctions within 10 hours, 24 hours a day, 7 days a week • Standard Linux or Windows maintenance - no root access • 1 hour extra Linux or Windows Support per month • 99,9% uptime guarantee per month • Inclusive Standard monitor scripts
SLA 3	All options of SLA 0 +: • reaction time to malfunctions within 8 hours, 24 hours a day, 7 days a week • Standard Linux or Windows maintenance - no root access • 2 hours extra Linux or Windows Support per month • 99,95% uptime guarantee per month • Inclusive Standard monitor scripts
SLA 4	All options of SLA 0 +:

	• reaction time to malfunctions within 6 hours, 24 hours a day, 7 days a week • Standard Linux or Windows maintenance - no root access • 4 hours extra Linux or Windows Support per month • 99,7% uptime guarantee per month • Inclusive Standard monitor scripts

1.4. Service description

Services	Description
Hardware support (only applies to dedicated servers)	Malfunctioning hardware will be replaced and/or repaired for free. We also have a stock of spare parts for all servers.
Standard Linux maintenance (only applies to dedicated servers)	Security and software updates of this software: Apache, Perl, MySQL, PostgreSQL, SSH, Proftpd, PHP, Control panel software, Firewall software. Software that is not included is, but not limited too: all client-side software (Internet Explorer, Outlook, FTP programs, …)
Standard Windows maintenance (only applies to dedicated servers)	Security and software updates of this software: IIS, SQLServer, .NET, Windows updates, mailservers, Control panel software. Software that is not included is, but not limited too: all client-side software (Internet Explorer, Outlook, FTP programs, …)
Extra Linux Support	For all support questions outside the standard maintenance.
Extra Windows Support	For all support questions outside the standard maintenance.
(Standard) Monitor Scripts	From SLA Level 1, we offer a geographically redundant monitor service. With this service, you can notify yourself if your server is unresponsive. We can also perform very specific tests if you wish. We can notify you by e-mail and/or SMS (costs / SMS will be invoiced separately).
SMS / message	We can send you an automatic SMS when your server

	becomes unresponsive. We charge a fixed tariff per SMS.

1.5. Prices

Service	Per item	Per hour	Monthly
SLA 0	--	--	Free
SLA 1	--	--	€ 50,00
SLA 2	--	--	€ 100,00
SLA 3	--	--	€ 200,00
SLA 4	--	--	€ 300,00
Hardware maintenance	--	INCLUDED	--
Standard Linux maintenance	--	INCLUDED	--
Standard Windows maintenance	--	INCLUDED	--
Extra Linux support	--	€ 65,00 *	--
Extra Windows support	--	€ 65,00 *	--
SMS / message	€ 0,50	--	--

*Maintenance will be charged for at least 1 hour, after which we will charge the maintenance per 15 minutes.
All prices in this document are excl. 21% VAT

2) Shared hosting

2.1. Network uptime

Description	Connectivity to our servers and services
Service level	Internet connectivity to your hardware is guaranteed for 99.97% of the time Problems created by our client is not included in this guarantee.

2.2. Software updates en patches

Description	Necessary software updates and patches for security and proper functioning
Service level	Each OS and application must continuously be supplied with necessary software updates and patches, to ensure safety and proper operation. These updates are always installed between a weekly maintenance window. This maintenance window occurs every Wednesday evening between 23.00 and 01.00 (GMT +01). Any necessary restart of the operating system is not counted for the SLA level, as long as these maintenances fall within the aforementioned maintenance window.

2.3. Service Level Agreements

Service Level	Omschrijving
SLA shared	• reaction time to malfunctions within 12 business hours, within 24 hours on holidays and weekends • 99,97% uptime guarantee per month • Inclusive Standard monitor scripts

Compensation

Compensation occurs when a certain service does not meet its guaranteed level. The total compensation is limited to 50% of the monthly price of the service for which the level was not met.

Unavailability under SLA	**Compensation in % of the monthly price**
< 0,5%	5%
0,5 % - 1,5 %	10%
1,5% - 5 %	20%
>5%	50%