

SLA Network

Introduction

NovoServe provides a global network and power SLA for all our services. This document contains all relevant information and rules.

Parameters

Parameter	Value
Availability	99,9%
Service Window	24x7
Support Window	24x7
Recovery Time	8 hours
Response Time	2 hours
Maintenance Window	0:00 - 7:00
Compensation per 0,1% non availability	20% of monthly fee
Compensation per hour extra recovery time	10% of monthly fee

Maintenance

It can be desirable to carry out maintenance to improve a service or prevent downtime. Related maintenance will usually be executed as preventive maintenance.

Maintenance Window

The time during which maintenance can be carried out without affecting availability. It is possible to agree after consultation on a Freeze if a customer wants a maintenance free period.

Preventive Maintenance

Maintenance is considered preventive maintenance if NovoServe carries out maintenance during a Maintenance Window and activities are announced at least 1 week in advance.

Emergency Maintenance

When there are emergency repairs to prevent malfunction or possible data loss, NovoServe can execute Emergency Maintenance. This will be carried out after a risk assessment demonstrates a huge risk for the Service if maintenance is not carried out.

Incidents

An unplanned interruption to the Service or reduction in the quality. This excludes:

- Preventive Maintenance
- Emergency Maintenance
- Situations caused by the customer

The customer needs to inform NovoServe by phone of an Incident and the service desk will open a ticket. Additional information should be included the ticket number and based on the ticket the customer can request a status update.

Incident Management

After a Call, NovoServe will start to investigate and resolve the Incident. During the Incident NovoServe will inform the customer of the progress of proceedings necessary to recover the Incident and if possible will give feedback on the expected Repair time.

Response time

After reporting an Incident, the customer will receive a response from the service desk regarding the Incident. The time of this response is the response time.

Recovery time

The elapsed time between the reporting of a fault and the Recovery Announcement is regarded as the recovery time. If the Recovery time is exceeded, Customer can claim compensation.

Incident report

After an Incident the Customer can request a report which includes a timeline and activities and NovoServe has performed. It will include a cause of the incident and measures NovoServe will

implement to prevent future Incidents. Based on this report Customers can apply for a compensation.

Availability

The Availability is calculated on a yearly basis and is defined as the percentage of time, measured over a full year minus accumulated Outage Duration excluding Maintenance.

Compensation

There are two situations where a Customer can apply for compensation. If the availability is not met during a month or when the Recovery time is exceeded. The maximal compensation during a month is 100% of the monthly rate.

Compensation for exceeding Recovery time

If the recovery time of an Incident as indicated this SLA is not met, the customer is eligible for a compensation for every additional hour the service is not available. The compensation is calculated based on the month the Call was made to report the Incident

Compensation for not meeting availability

For every 0.1% that the Service is not available on an annual basis by an incident outside the issued maximum non-availability in accordance with SLA, Customer is entitled to compensation. The compensation per 0,1% is a percentage of the monthly rate with a maximum of 1 month per year.

Expense settlement

If NovoServe incurs expenses for investigating an Incident, which is caused by the customer or which is not a malfunction, NovoServe is entitled to charge related costs.

General

Our general Terms and Conditions as filed with Chamber of Commerce are applicable to all our services.

Abbreviations and definitions

Term	Explanation
24x7	24 hours a day, 7 days a week
9x5	Office hours, from 8:30 CET until 17:30 CET
Change	Configuration change of a service
Freeze	Time where maintenance is not permitted
Recovery Announcement	Announcement where in NovoServe indicates service is available to customer after an Incident
Incident	Unplanned interruption to a Service or reduction in the quality
Emergency maintenance	Unforeseen maintenance to prevent an Incident
Maintenance Window	Time during which NovoServe can perform maintenance
Agreement	Contract between Customer and NovoServe
Preventive maintenance	Maintenance to prevent an Incident
Response Time	Elapsed time between fault indication and first customer contact
Service Window	Time when a service is available to the Customer
SLA	Service Level Agreement, document defining rights and obligations of a specific service
Downtime	Elapsed time between Fault message and Recovery announcement
Call	Moment a Customer gives notice of a fault
Support Window	Time where NovoServe carries out activities for the Customer

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