

Service Level Agreement (SLA)

Guarantee in respect of services provided

In case of the unavailability of connections to the company's servers, our technical services will undertake the tracking of lines to the web servers in order to identify the source of the fault, thereby allowing the appropriate action to be undertaken at the earliest opportunity.

If connectivity tracking reveals liability on the part of the company, and it can be demonstrated that the client's web site will not be available for 99.99% of the time, a credit note will be issued to the client on the basis of the table below. The same will apply to messaging services and on-line help services provided by the company (see table).

Under no circumstances shall the company be liable for the following:

Scheduled maintenance of the network/servers and other modifications undertaken for the benefit of all parties. Clients will be systematically notified of any scheduled outages by E-mail.

Action on the part of the client, such as the unavailability of the client's infrastructure or a fault in the latter, loss of connection facilities or any breach of agreements by the client in respect of the company.

Circumstances which are beyond the control of the company, including, but not by way of limitation, any proceedings, war, sabotage, strike, embargo, fire, flood, unavailability, interruption or delay in services provided by third parties.

Service Level Agreement:

- 99.99 % uptime – see table below
- Response to technical problems within 4 hours (by E-mail), during office hours
- Telephone support on working days from 7 a.m. to 10 p.m.; 7/7 days
- Tariff guarantee during the contractual term

Compensation in case of downtime

Uptime (monthly – per 15 min. control)		Compensation
99.99%	100.00%	0%
99.98%	98.00%	5 %
97.99%	97.00%	10 %
96.99%	95.00	20%
<95%		50%

E-mail support (monthly)		Compensation
4 hours	0 hours	0%
12 hours	4 hours	5%
24 hours	12 hours	10%
36 hours	48 hours	15%
<48 hours		20%

Telephone support (monthly)		Compensation
4 hours	0 hours	0%
12 hours	4 hours	5%
24 hours	12 hours	10%
36 hours	48 hours	15%
<48 hours		20%