



SERVICE LEVEL AGREEMENT

INTRODUCTION

Level27 always delivers the best possible service, Service Level Agreement or not. This document describes the minimum guarantees that apply to all our hosting services.

If these guarantees are not met, you as a customer are entitled to compensation.

TERMS

The following terms are used during this text:

- **Office hours:** Monday through Thursday between 9:00 AM and 6:00 PM and on Friday between 9:00 AM and 4:00 PM
- **Preventive maintenance:** announced maintenance that takes place outside office hours
- **Fault:** a problem that occurs with an application
- **Availability:** the percentage of time measured over a certain period that no interference occurs.
- **Performance:** a factor that influences availability. A degradation in performance is often followed by a problem in availability.

DESCRIPTION OF SERVICE

MONITORING

The complete setup is monitored via our control panel, which uses the proven software Nagios. Every system that is set up by us will be monitored as standard, whereby problems will be treated according to this SLA. You can add yourself to the contact persons, so that you are immediately informed of any problems. Moreover, it is possible to define and enable monitoring checks yourself.

You can always view the current status and history of the monitoring via the control panel. Optionally we can provide a monthly report with an overview of all incidents of the past month.

We monitor on the basis of two pillars:

- **Performance:** statistics and analyzes of the performance of the services. Deviations from the normal pattern generate warnings that our engineers view. These proactive trend checks are the key to preventing real outages.
- **Availability:** at the moment it actually goes wrong, the engineer on duty is



immediately and 24x7 notified of the problem.

BACKUPS

All virtual machines are backed up based on filesystem snapshots. These snapshots are made at the level of the (ZFS) storage machines and can be used to 'roll back' an entire machine to a point in the past.

These snapshots are taken every hour. These snapshots work internally according to a principle that only the changed files are saved, so the necessary disk space is limited. 24 snapshots of a virtual machine are stored locally. Each snapshot is immediately transported to a secondary machine in the second data center. In the event of complete failure of the primary storage machine, it is therefore possible to resort to the data from a maximum of 1 hour ago.

A snapshot is transported to a backup location every day. This snapshot is kept for 4 weeks. This guarantees that we have recent copies of all data, whatever happens in the live data centers.

Restores are done manually on request at an hourly rate.

RESPONSIBILITY

In practice we handle all problems that your application may encounter. For this we apply techniques such as database optimization, caching, load monitoring, etc.

RESPONSE TIMES

We distinguish the following types of incidents:

- **Emergency:** An emergency situation means that your entire application is unusable. We respond to emergencies within 60 minutes during office hours and within 4 hours outside office hours.
- **Critical situation:** a critical situation arises when an application encounters serious problems, so that a majority of users are involved. We respond to a critical situation within 4 hours during office hours and within 8 hours outside office hours.
- **Standard situation:** by standard situation we mean all other problems, but where the application is still accessible. Sample questions have forgotten your password, install updates, install new software, ... If you cannot solve these questions yourself using the tools we provide, you can contact us between office hours.



AVAILABILITY

The guaranteed availability of Level27 server and network services is 99.9% on a monthly basis.

$$\text{Availability} = \frac{\text{period} - \text{failure} \times 100\%}{\text{periode}}$$

The failure is measured from the moment it is reported to Level27 and ends when Level27 informs the customer that the failure has been resolved.

Availability reports can be requested at any time.

EXCEPTIONS

Guaranteed time to repair (GTTR) apply in emergency situations. For fully managed servers by Level27, the GTTR is 4 hours.

The following malfunctions are excluded:

- Preventive maintenance;
- Force Major events;
- Actions, errors or negligence by third parties that are not under the control of Level27;
- All problems related to development, change requests or new versions of the application;
- Suspended services due to non-compliance with contractual obligations by customer;
- Configuration changes made by the customer.

REPAIR TIMINGS

Guaranteed time to repair (GTTR) apply in emergency situations. For fully managed servers by Level27, the GTTR is 4 hours



COMPENSATIONS

If Level27 fails to achieve the goals described above, the customer can submit a compensation claim. All claims must be made in writing to Level27 within 30 calendar days after the event.

RESPONSE TIMES

If the outage was not answered within the agreed time, a claim can be made against the monthly hosting cost.

Compensations cannot be accumulated and only apply to the monthly amount.

HOURS PAST SLA	COMPENSATION IN % OF MONTHLY AMOUNT
≤ 4	2%
$> 4 \leq 6$	3%
$> 6 \leq 10$	5%
$> 10 \leq 24$	10%
> 24	20%

AVAILABILITY

If availability falls below a certain level, a claim can be obtained at the monthly hosting cost. Compensations cannot be accumulated and only apply to the monthly amount.

AVAILABILITY BENEATH SLA (%)	COMPENSATION IN % OF MONTHLY AMOUNT
0.5 - 0.9	30%
1.0 - 1.9	50%
> 2.0	100%

GUARANTEED REPAIR TIME

If the emergency situation has not been repaired within the guaranteed TTR, a claim can be obtained against the monthly hosting cost.

Compensations cannot be accumulated and only apply to the monthly amount.

HOURS PAST SLA	COMPENSATION IN % OF MONTHLY AMOUNT
≤ 4	30%
$> 4 \leq 6$	40%
$> 6 \leq 10$	50%
$> 10 \leq 24$	80%
> 24	100%