



# Infinite Technologies

## Service Level Agreement

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This document is for customer review only. You need to sign and send us the SLA level you agreed upon. By default, your current SLA level is: 1

Service Levels describe progressive alert postures primarily for used to determine the overall readiness and active support you are receiving on your server. Each level of this agreement provides a different level of monitoring, security, and direct support provided with each dedicated server. Your server is categorized as one of the 5 levels and can be upgraded at anytime.

Below are the various Service Levels that we provide with a description of each level. The lowest level of the SLA is 1 which indicates that your server is unmonitored, and all aspects of error reporting for it is maintained by your organization. The highest level of the SLA is 5 which indicates that Infinite Technologies handles all aspects of your server including all management and 24/7 monitoring and is considered fully managed with maximum priority.

### Premium Service Level Agreements

#### Service Level – 2 (50 euro/month)

- HW replacement – 1 day.
- Ticket response – 12 hours.
- Ticket resolution – 1 day.
- Onsite engineering – 49 eur/hr
- 2 minute, 1 port uptime monitor

#### Service Level – 3 (100 euro/month)

- HW replacement – 12 hours.
- Ticket response – 6 hours.
- Ticket resolution – 12 hours.
- Onsite engineering – 49 eur/hr
- 2 minute, 2 ports uptime monitor

#### Service Level – 4 (150 euro/month)

- HW replacement – 6 hours.
- Ticket response – 3 hours.
- Ticket resolution – 6 hours.
- Onsite engineering – 29 eur/hr
- 2 minute, 5 ports uptime monitor

#### Service Level – 5 (200 euro/month)

- HW replacement – 3 hours.
- Ticket response – 1 hour.
- Ticket resolution – 3 hours.
- Onsite engineering – 29 eur/hr
- 2 minute, 10 ports uptime monitor

All service levels have 149 euro per hour onsite engineering charges during non-business hours.

#### Service Level - 1

##### Included for free with every server

- Hardware replacement [ ]
- Help desk ticket response within 12 business hours.
- Help desk ticket resolution within business day.
- Onsite engineering for 49 eur/hr.
- No monitoring. Customer notification reaction only.

### ▶ Network Uptime & Stability – Service Level Agreements

Infinite Technologies guarantees 99.9% uptime on all services to Customers located in our data centers. All services include redundant carrier grade internet backbone connections, advanced intrusion detection systems, denial of service mitigation, traffic analysis, and detailed bandwidth graphs.

- If uptime falls below 99.9% but is still within 99.0%; 25% of the fee is credited to the customer's account as service credit.
- If uptime falls below 99.0%; 100% of the fee is credited to customer's account as service credit.

Service Level Chosen:

Client Name:

Client ID:

Customer Signature, Date & Location