

SLA microDOT - 2018 / 2019

SLA	None	Bronze	Silver	Gold	Platinum
Tel Support	Yes	Yes	Yes	Yes	Yes
Email support	Yes	Yes	Yes	Yes	Yes
Help Desk & Support Times	Office Hours	Office Hours	Office Hours	Office Hours	Office / Weekends
Remote Support response times	N/A	24 Hours	24 Hours	12 Hours	6 Hours
On location support response times	N/A	48 Hours	24 Hours	24 Hours	12 Hours
Included support Hours	geen	1/2 bonus per month (not creditable)	1 bonus per month (not creditable)	1 per month (creditable) + 1/2 bonus per month (not creditable)	2 per month (creditable) + 1 bonus per month (not creditable)
Support Hours Credibility	N/A	N/A	N/A	3 months	3 months
Price excl. VAT	€25,- call out + €80,- per uur (minimum 1 uur)	€15,- per month + €80,- per hour beyond SLA hours	€30,- per month + €80,- per hour beyond SLA hours	€80,- per month + €80,- per hour beyond SLA hours	€160,- per month + €80,- per hour beyond SLA hours
DDNS Service	No	Yes	Yes	Yes	Yes
Online Monitoring	No	Yes	Yes	Yes	Yes

Unless otherwise agreed, microDOT's policy is to apply an SLA per service line, starting from 'Bronze' for a single service, up to a maximum of 'Gold' for three or more services. In general, SLA 'None' is only applicable to one-off jobs which do not involve standard microDOT services and equipment, while SLA 'Platinum' is intended for clients requiring exceptional response times and/or weekend support.

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