

SLA microDOT - 2020

SLA	Bronze	Silver	Gold	Platinum
Tel support	Yes	Yes	Yes	Yes
Email support	Yes	Yes	Yes	Yes
Help desk & support times	Office hours	Office hours	Office hours	Office hours
Remote support response times	24 hours	24 hours	12 hours	6 hours
On location support response times	48 hours	24 hours	24 hours	12 hours
Included maintenance	Standard equipment firmware	Standard equipment firmware	Standard equipment firmware	Standard equipment firmware
Included support hours	N/A	N/A	1 Hour per month	2 Hours per month
Price excl. VAT	€20,- per month	€40,- per month	€80,- per month	€150,- per month
DDNS Service	Yes	Yes	Yes	Yes
Online monitoring	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, 'Silver' for two services and 'Gold' for three or more services. SLA 'Platinum' is intended for clients requiring faster response times and/or regularly using additional monthly support hours.

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