

SLA service level schedule

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This schedule defines the standard service levels for microdot managed services. The accepted quotation identifies the selected SLA level, covered services and systems, scope and applicable charges. The service agreement records the start date, initial term and continuing relationship. Read this schedule together with those documents and the applicable general terms and conditions.

Included with every SLA

Telephone and email support during office hours, online monitoring, dynamic DNS (DDNS) service and routine firmware maintenance, within the agreed scope.

Service levels

Service level	Bronze	Silver	Gold	Platinum
Support hours	Office hours	Office hours	Office hours	Office hours
Remote response	Next business day	Next business day	Within 4 office hours	Within 2 office hours
On-site response	Within 2 business days	Next business day	Next business day	Same business day*
Included support time	None	None	1 hour per month	2 hours per month

Office hours are Monday to Friday, 09:00-17:00, excluding Dutch public holidays. A response means acknowledgement and the start of diagnosis or practical action, not necessarily resolution. Requests received outside office hours are treated as received at 09:00 on the next business day.

* Platinum requests received before 12:00 qualify for same-business-day on-site response; later requests qualify for the next business day.

Selecting the service level

Unless agreed otherwise, the number of managed service lines determines the SLA level: Bronze for one, Silver for two, and Gold for three or more. For SLA purposes, microdot counts six service lines: network administration, including network security; managed Wi-Fi; VoIP telephony; Microsoft 365 administration, including computer and IT support; surveillance systems; and alarm systems.

Platinum is intended for organisations that need faster response times or regularly use additional support hours. Where the standard levels do not fit, the agreement can be tailored. The selected level and any agreed variations must be recorded in the accepted quotation or another written service confirmation.

Charges and other arrangements

The applicable recurring price and billing frequency are stated in the quotation. Included support time, additional work, travel, parking, out-of-hours arrangements and changes to services are governed by the service agreement and general terms. If documents conflict, the order of precedence in the general terms applies.