

swiftway



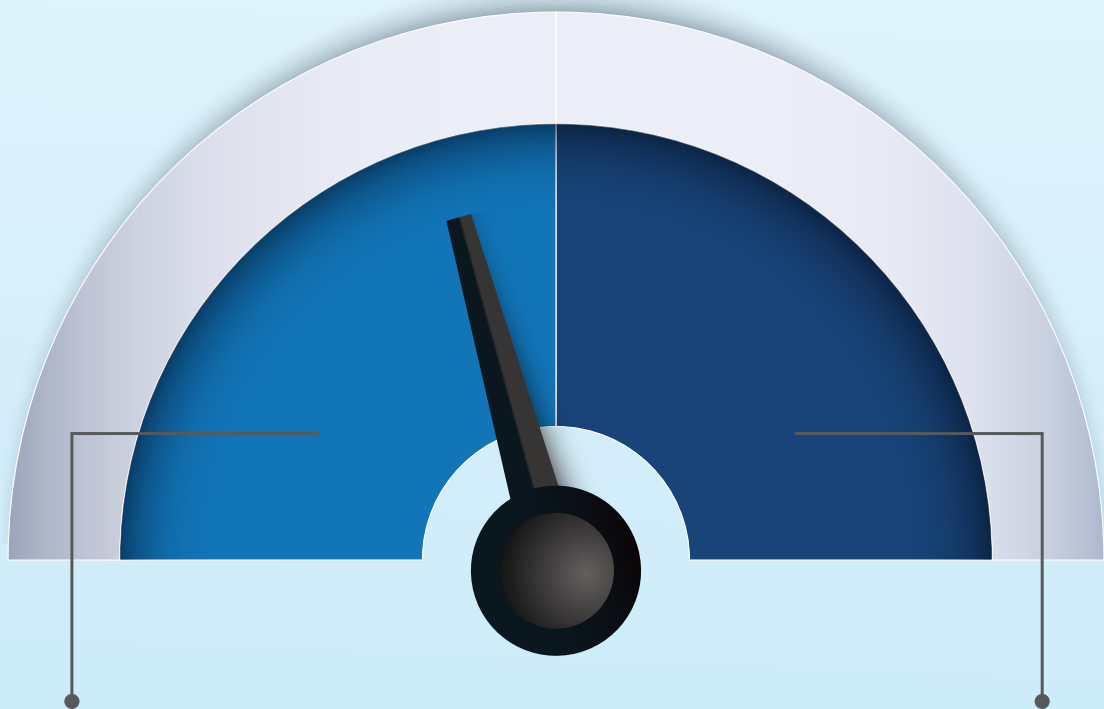
2014 SERVICE LEVEL AGREEMENT

SERVICE LEVEL AGREEMENT



Standard SLA is included with all servers ordered in Swiftway.

Swiftway gives certain response time guarantees. Our Clients have two options - Standard SLA and Premium SLA.



Standard SLA

Regular SLA included with all ordered servers.

Premium SLA

Optional upgrade, stricter SLA, not standard included - ask for a quote.



STANDARD SLA



HARDWARE REPLACEMENT

within 90 Minutes Compensation

20% credit for the affected service if the replacement exceeds 90 minutes.

90 Minutes is the longest time our clients have to wait for Swiftway to replace broken hardware parts. The time is measured from the moment we completed troubleshooting a reported issue and determine that the issue is hardware related.



FIRST RESPONSE TO SUPPORT TICKET

within 15 minutes Compensation

10% credit for the affected service if we respond later than 15 minutes

Swiftway makes the guarantee that the first respond to a ticket is always within 15 minutes. The time is measured from the minute your ticket is received by our system and a ticket number is issued to you.



TICKET UPDATE FREQUENCY

within 2 hours Compensation

10% credit for the affected service if we fail to update you in time

Swiftway guarantees that the longest amount of time our clients will have to wait for an update on a open ticket while we are working on the ticket is 2 hours. The time is measured from the last moment we responded to the ticket.

TICKET UPDATE FREQUENCY



10% credit
for affected service

HARDWARE REPLACEMENT



20% credit
for affected service

FIRST RESPONSE



10% credit
for affected service

Credits issued per month cannot exceed 100% / month.



PREMIUM SLA



HARDWARE REPLACEMENT

within 30 Minutes Compensation

30% credit for the affected service if the replacement exceeds 30 minutes

30 Minutes is the longest time our clients have to wait for Swiftway to replace broken hardware parts. The time is measured from the moment we completed troubleshooting a reported issue and determine that the issue is hardware related.



FIRST RESPONSE TO SUPPORT TICKET

within 15 minutes Compensation

20% credit for the affected service if we respond later than 15 minutes

Swiftway makes the guarantee that the first respond to a ticket is always within 15 minutes. The time is measured from the minute your ticket is received by our system and a ticket number is issued to you.



TICKET UPDATE FREQUENCY

within 1 hour Compensation

20% credit for the affected service if we fail to update you in time

Swiftway guarantees that the longest amount of time our clients will have to wait for an update on a open ticket while we are working on the ticket is 1 hour. The time is measured from the last moment we responded to the ticket.

TICKET UPDATE FREQUENCY



20% credit
for affected service

HARDWARE REPLACEMENT



30% credit
for affected service

FIRST RESPONSE



20% credit
for affected service

Credits issued per month cannot exceed 100% / month.