


## All SLA features


| Features  | Basic  | Premium   | Individual               |
|---|--|---|--------------------------|
| Availability  | 99,5%  | 99,9%   | As agreed by the parties |
| Response time to requests   | 2 hours  | 30 minutes  |                          |
| Notification timeframe on work progress   | 4 hours  | 1 hour  |                          |
| Timeframe for providing replacement equipment <sup>1</sup>                                  | 8 hours  | 3 hours   |                          |
| Time allocated for technicians to perform scheduled work at the DC outside of working hours | -  | 2 hours   |                          |
| Incident processing time  | 24*7   | 24*7  |                          |
| Timeframe for technical support to process service requests                                 | 8-20; 12/5 working hours UTC+1 (Berlin)                      | 24*7  |                          |
| Maximum compensation amount   | 50% of the monthly fee for the service which was unavailable | 100% of the monthly fee for the service which was unavailable |                          |

<sup>1</sup> Servers are replaced with a server provided by Supermicro (its features are most closely related to the client's working configuration) or with a replacement server from the client's stock (if ordered).

  
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