

Service Description

SERVICE LEVEL AGREEMENT

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CAPESTONE - SERVICE LEVEL AGREEMENT

This additional Service Level Agreement (SLA) is an agreement between the client and Capestone in which the agreements about the level of service are laid down. This SLA relates to the services "Solutions" and "All-in-One".

Capestone applies three levels of Service Level Agreement* for this service:

- SLA A (Always Online)
- SLA N (Next Business Day)
- SLA O (Office Hours)

Content of the Capestone Service Level Agreement

Type	Service Level Agreement	Service Windows	KPI: Availability	KPI: Response time	KPI: Recovery time	Costs: per router per month	Number
A	Always Online	24 x 7	99,70 %	< 2 hours	< 4 hours	€ 5,00	
N	Next Business Day	Office Hours	99,40 %	< 6 hours	< 8 hours	€ 2,50	
O	Office Hours	Office Hours	95,00 %	< 8 hours	< 24 hours	€ 1,25	

* The hours within office hours apply to both SLA N and SLA O. Only SLA A (Always Online) is calculated based on clock hours

REGISTRATION AND COMMUNICATION PROTOCOL

You can create a Case 24 hours a day, 7 days a week via the Capestone Partner Portal. Even outside office hours, the Cases and tickets are agreed upon SLA handled.

The starting point for the registration of a Case is always the written registration via a ticket in the Capestone Partner Portal or via support@capestone.nl. The time of creating or receiving a ticket of an e-mail is the starting point for determining the response and recovery time.

To make a claim under the SLA-A, the client must also report the fault by telephone outside office hours to sign up. The client can use the given telephone number of Capestone specially for SLA-A clients.

APPLICATION OF SERVICE LEVEL AGREEMENT

As also stipulated in the General Terms and Conditions of Capestone BV, SLAs do not apply:

- If the full Service or the mobile connection has not (yet) been delivered;
- During the regular Service Windows: from Monday to Friday from 23:00 to 06:00 Dutch time and during unplanned upgrades and maintenance that cannot be performed during the appropriate Service Windows;
- Capestone reserves the right to move the regular Service Window;
- In the event of incidents as a result of Force Majeure;
- Any problem or malfunction as a result of outside action by the Partner, end user or third party Capestone's spheres of influence.
- If the client uses products and services of third parties that have a direct influence on the service.
- The unavailability of the Partner / end user or required third party when Capestone requests assistance from the Partner and / or end user in diagnosing or isolating the problem or the malfunction.

The Capestone Service Level Agreement applies to the provision of services from Capestone to the client. Claims from a third party are excluded. The client is responsible for support and delivery to its customer or end user if applicable.

The availability of the service as defined in the SLA is measured based on the period in which Capestone has not provided this service and the client does not have the service as a result thereof can dispose of. The availability of the service as stipulated in the SLA applies only in relation to one total disruption of the service. The SLA does not apply to performance and maintenance.

RESPONSIBILITY CLIENT

The client is - depending of the SLA - responsible for the first-line support and troubleshooting on the service provided. When reporting a malfunction, the creation of a ticket with the troubleshooting that has already been carried out and the results thereof are of great importance. The client is available for support in troubleshooting on location.

OFFICE HOURS AND HOLIDAYS

Office Hours

Day	Office Hours	Service Level Agreement
Sunday	-	00:00 – 24:00
Monday	09:00 – 17:00	00:00 – 24:00
Tuesday	09:00 – 17:00	00:00 – 24:00
Wednesday	09:00 – 17:00	00:00 – 24:00
Thursday	09:00 – 17:00	00:00 – 24:00
Friday	09:00 – 17:00	00:00 – 24:00
Saturday	-	00:00 – 24:00

Holidays

On public holidays, Capestone, with the exception of the 7 x 24 SLA A (Always Online), is during office hours not available. The following are considered public holidays:

- New Year's Day
- Easter Sunday and Easter Monday
- Ascension Day
- King's Day
- May 5th (if this is nationally determined)
- Whit Sunday and Whit Monday
- Christmas Day and Boxing Day

LIABILITY

Capestone is never liable for direct or indirect damage resulting from downtime of the Service. The General Terms and Conditions of Capestone BV apply to this Service Level Agreement.

FOR APPROVAL:

CUSTOMER DETAILS

Company name:

Address:

Chamber of Commerce number:

Zip code:

Town:

CONTACT

Contact name:

Phone number:

E-mail address:

Cellphone number:

Date:

Autograph:

MORE INFORMATION

Would you like more information about this Service Level Agreement?

Please contact our customer service, the Business Service Desk, via the number +31 (0) 85 111 0839.

Company information

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