

1/2 Service Level (SL)

Through defined Service Levels, Init7 sets the quality standards of its products and services. With our commitment to these Service Levels, we guarantee our customers consistent high quality regarding the availability of products and services respectively, service times and accessibility of customer support, and reaction times.

Init7 SL content

1. Network and connection availability respectively

The period during which the service is available, proportional to the theoretical maximum period of availability.

2. Service times / accessibility

Working hours, out-of-work hours, public holidays, 24/7 hotline.

3. Reaction time

Time in which Init7 must initiate certain measures.

Depending on the product, Init7 guarantees one of four different Service Levels:

- **SL Platinum**
- **SL Gold**
- **SL Silver**
- **SL Bronze**

SL Platinum

BOS Business Optical Service
BIS Business Internet Service
IP-Transit
Datacenter Connectivity
Bundles
Layer2 MPLS VLL
Peering Transit

SL Gold

Fiber7 Business

SL Silver

FttO Fiber to the Office

SL Bronze

Fiber7
Hybrid7
Copper7
FttH Fiber to the Home

2/2 SL Platinum

1. Availability

Init7 guarantees a 99.5% (95.5% uptime) availability of its network and customer connections respectively. A measure of availability is taken at six-months intervals. Interruptions caused by unannounced maintenance work by Init7 or third parties and interruptions caused by «force majeure» etc., are not included in the availability. Any disruptions, if identified on time by the customer will be compensated for by Init7 with a contract extension of up to one month. Compensation does not count as recognition of fault by Init7.

2. Service times/accessibility

Init7 guarantees customers with a Platinum SL around-the-clock service times. To ensure efficient use of our support services, our service times are divided as follows:

Office Times: Mo – Thu 9 am – 8 pm, Fr 9 am – 5 pm
Support over +41 (0)44 315 44 00 or noc@init7.net.
Operating times weekends, out-of-office times, public holidays: support over 24/7 hotline or noc@init7.net.

3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with a Platinum SL within 2–4 hours, provided these are received during a normal working day and are not otherwise contractually regulated.

4. Monitoring

Init7 is committed to proactive monitoring of the service 24/7, 365d p.a, and in the case of a disruption etc. to notify the affected customer. To avoid false alarms, customers are obliged to report any maintenance work in advance and with enough notice to noc@init7.net.

SL Gold

1. Availability

Init7 is committed to guaranteeing «best effort» availability of its own network and customer connections respectively.

2. Service times/accessibility

Init7 guarantees customers with a Gold SL service times around the clock. To ensure efficient use of our support services, our service times are divided as follows:

Office Times: Mo – Thu 9 am – 8 pm, Fr 9 am – 5 pm
Support over +41 (0)44 315 44 00 or noc@init7.net
Operating times weekends, out-of-office times, public holidays: support over 24/7 hotline or noc@init7.net.

3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with a Gold SL within one working day, provided these are received during a normal working day and are not otherwise contractually regulated.

4. Monitoring

Init7 is committed to reactive monitoring of the service 24/7 365d p.a.

SL Silver

1. Availability

Init7 is committed to guaranteeing «best effort» availability of its own network and customer connections respectively.

2. Service times/accessibility

Init7 guarantees customers with a Silver SL service times within office times:
Mo – Thu 9 am – 8 pm, Fr 9 am – 5 pm
Support over +41 (0)44 315 44 00 or noc@init7.net.

3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with a Silver SL within five working days max., provided these are received during a normal working day and are not otherwise contractually regulated.

SL Bronze

1. Availability

Init7 is committed to guaranteeing «best effort» availability of its own network and customer connections respectively.

2. Service times/accessibility

Init7 guarantees customers with a Bronze SL service times within office times:
Mo – Thu 9 am – 8 pm, Fr 9 am – 5 pm
Support over +41 (0)44 315 44 00 or support@init7.net

3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with a Bronze SL within five to seven working days max., provided these are received during a normal working day and are not otherwise contractually regulated.