

## 1/2 Service Level (SL)

By the means of defined service levels (SL), 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

### 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. Definition “best effort”**

“Best effort” means that Init7 will use its available resources to provide the service or remedy the fault in a manner that is customary in the industry and reasonable, without, however, giving any assurance. Warranty claims, claims for damages and possible contractual penalties are excluded in the case of “best effort”.

#### **3. Service times / accessibility**

Times during which Init7 provides support. Detailed information on opening hours and holidays can be found at [www.init7.net/en/contact](http://www.init7.net/en/contact).

#### **4. Reaction time**

Time in which Init7 must initiate certain measures.

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

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

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### SL Platinum

SL Platinum is made available exclusively to specific business services.

#### 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 service recipients with SL Platinum the following on-call times:

##### 24/7

The dedicated and prioritised support telephone number for SL Platinum is communicated in the contract documents as well as on the Init7 service data sheet.

#### 3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with SL Platinum within **2–4 hours**, provided these are received during a normal working day.

#### 4. Monitoring

Init7 is committed to monitoring the service reactively. The customer has the obligation to announce maintenance work in advance and in good time by means of a message to noc@init7.net in order to avoid false alarms.

### SL Gold

SL Gold is made available exclusively to specific business services.

#### 1. Availability

Init7 is committed to guaranteeing "best effort" availability of its own network.

#### 2. Service times/accessibility

Init7 guarantees service recipients with SL Gold the following on-call times:

##### 24/7

The dedicated and prioritised support telephone number for SL Gold is communicated in the contract documents as well as on the Init7 service data sheet.

#### 3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with SL Gold within **one working day**, provided these are received during a normal working day.

#### 4. Monitoring

Init7 is committed to reactive monitoring of the service 24/7.

### SL Silver

SL Silver is made available exclusively to specific business services.

#### 1. Availability

Init7 is committed to guaranteeing "best effort" availability of its own network.

#### 2. Service times/accessibility

Init7 guarantees service recipients with SL Silver the following on-call times:

##### Monday to Saturday from 8 a.m. to 8 p.m.

The dedicated and prioritised support telephone number for SL Silver is communicated in the contract documents as well as on the Init7 service data sheet.

#### 3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with SL Silver within **two working days**, provided these are received during a normal working day.

### SL Bronze

#### 1. Availability

Init7 is committed to guaranteeing "best effort" availability of its own network.

#### 2. Service times/accessibility

Init7 guarantees service recipients with SL Bronze the following on-call times:

##### Monday to Thursday from 9 a.m. to 8 p.m.

##### Friday from 9 a.m. to 5 p.m.

##### Residential support

+41 (0)44 315 44 00 resp. support@init7.net

##### Business support

The dedicated and prioritised support telephone number for SL Bronze is communicated in the contract documents as well as on the Init7 service data sheet.

#### 3. Reaction time

Init7 is committed to answering requests, orders etc. from customers with SL Silver within **five to seven working days**, provided these are received during a normal working day.