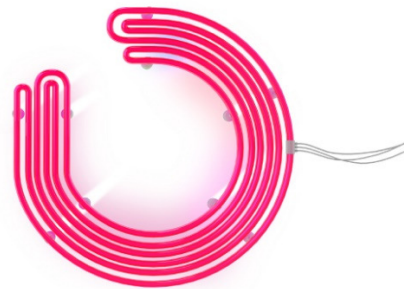


# Service Level Agreement

Updated: 14-10-2019



**inetdesign**<sup>o</sup>

**The service level agreement regulates any business relation with INETDESIGN concerning ongoing support and service for the maintenance and hosting of web applications.**

A business relation with INETDESIGN takes effect once a delivery has been agreed upon, or when a support incident has been reported.

Terms:

- We receive and carry out support Monday to Thursday from 9:00 to 15:30 and Friday from 9:00 to 14:00 CET (not including holidays).
- Please register your support case at [support@inetdesign.dk](mailto:support@inetdesign.dk) with a thorough description\*.
- Call +45 86 12 22 40 in urgent matters.
- Response time is 10 working hours.
- Access to a developer is 35 working hours.

*\* URL, screenshots, language version (optional), suggested solution (optional), precise definition of where and how the problem appears, browser version.*

Please note that INETDESIGN monitors servers running your web application. Downtime is managed according to our hosting SLA, however, support is not available if downtime occurs outside the above opening hours for support.

## **Support rate (within office hours)**

DKK 1,200 per hour. Minimum price per support case is DKK 600 (per half hour).

## **Support rate (outside office hours)**

DKK 2,500 per hour. Minimum price per support case is DKK 4,000 (1 hour + start fee which is DKK 1,500).

## **General terms**

Prices not including VAT.

INETDESIGN is not liable for any losses or damages due to direct or indirect losses in connection with supporting, operating, maintaining and hosting your web applications or in connection with the delivery of any other service.

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