

Service Level Agreement (SLA)

1. General conditions

This Service Level Agreement (SLA) contains detailed specifications of operation, backup, support and other conditions regarding operation and maintenance of the VAX 360 system.

2. Operating environment

The system is running on a dedicated hosting center at [Curanet](#). Curanet is part of [the Zitcom group](#).

3. Operation

We aim an operational uptime and availability of 99% of the daily operating time excluding scheduled maintenance windows.

3.1 Monitoring

Monitoring takes place on two levels:

- a technical level, which includes monitoring of networks, servers and basic software.
- an application level, which includes monitoring of the VAX 360 application and associated services.

The technical level is monitored 24 hours a day by monitoring tools. If specified rules report errors twice within 10 minutes, an alert is notified, and the necessary actions are initiated to correct the error.

The application level is monitored 24 hours a day by monitoring tools. Depending on the nature of the error, an alert is notified, and the necessary actions are initiated to correct the error, referred to in the VAX 360 contract (6.2).

3.2 Maintenance of operating environment and software

Service and maintenance will be performed so that it is minimal inconvenience for the customer, and will often be performed without shutting down the system. If there is a need to shut down the system, then this will be carried out on the scheduled maintenance windows outside normal working hours.

If there is a need to shut down the system during normal working hours, then this will be announced on our website.

Replacement of defective hardware will take place within 2 hours of detected breakdown.

3.3 Maintenance windows

The system is stopped and restarted every day between 03:00 AM and 04:00 AM (CEDT). A few minutes of downtime should be expected.

Ordinary maintenance windows, including updating the VAX 360 application are scheduled every Wednesday between 8:00 PM and 10:00 PM (CEDT). Downtime may occur.

If there is also a need for extraordinary maintenance windows, then this will be announced on our website, and the technical contact person as stated in the contract will be notified through an email.

3.4 Maintenance windows with external partners

Since VAX 360 is integrated with various external parties and infrastructures, information on maintenance windows from such parties will be announced on our website to the extent that we are aware of it.

4. Backup

It is our commitment in our Service Level Agreement that there is daily incremental backup of the operating environment and the file system as well as a full weekly backup. The aim is for backup to be completed every day before 8:00 AM (CEDT). If the backup fails, then it can be restarted during the daytime.

In addition, extended backups are made every 15 minutes of the transaction log, which is deleted when ordinary backup is made.

Backup is stored for 7 days at an offside backup location compared to the operating environment.