



# SERVICE LEVEL AGREEMENTS

## **BENEFITS OF THE EXTENDED SERVICE LEVEL AGREEMENT:**

- ACCESS TO LEASEWEB'S LEADING CUSTOMER PORTAL AND API
- HIGHLY TRAINED AND CERTIFIED ENGINEERS ON SITE 24/7
- FASTER RESPONSE TIMES
- FIRST PRIORITY TECHNICAL ASSISTANCE FOR TROUBLESHOOTING
- DISCOUNTS ON ADVANCED SUPPORT

## **ADVANCED SUPPORT INCLUDES:**

- SETUP AND CONFIGURATION OF WEB, DATABASE, APPLICATION, OR OTHER SERVERS AND CLUSTERS
- OPERATING SYSTEM UPDATES
- PERFORMANCE TUNING
- FIREWALL SETUP
- LOAD BALANCING SETUP AND MAINTENANCE

*LeaseWeb houses its Private Cloud instances in secure, advanced data centers and can provide additional peace of mind for your business' critical operations with an extended Service Level Agreement (SLA).*

To keep your data connected day and night, weekend and holiday, LeaseWeb's Basic Service Level Agreement includes at no additional charge::

- 24/7 support by highly trained and certified engineers
- Capacity and hardware management of the Cloud platform
- Pro-active monitoring of the Cloud platform
- Regular updates on your management panel, including free feature updates
- Root password reset and boot loader repair
- Correction of network stack issues to restore connectivity

## **Extended SLAs**

As a LeaseWeb customer, you can expect a high level of service across your IT infrastructure. While the Basic SLA satisfies most customer needs, we offer extended Service Level Agreements to customers who want greater peace of mind. An upgraded Service Level Agreement provides faster response times, priority access to our certified engineers, and reduced hourly rates for advanced support. Businesses demanding the highest level of performance and uptime for critical applications and websites find this offers particular value.

## **Advanced Support**

In addition to standard support services, our support teams provide around-the-clock technical expertise and management experience to deliver reliable and high performance hosting solutions. Advanced support can include management and updating of instances, help with creating templates, software load balancer and firewall setup, as well as troubleshooting, performance tuning and many other tasks not included with our standard free support.

## PRODUCT PORTAL & API FEATURES:

### RESOURCE PACK MANAGEMENT

- DEPLOY VIRTUAL MACHINES
- START AND STOP VIRTUAL MACHINES
- CHANGE RESOURCES ASSIGNED TO VIRTUAL MACHINES
- ADD TEMPLATES OR CLONES
- CREATE VIRTUAL NETWORKS
- MANAGE VIRTUAL NETWORKS
- PERFORMANCE NOTIFICATIONS
- DATAGRAPHS OF VIRTUAL MACHINES

## Let's Discuss the Details

Service Level Agreements are available in several levels. Basic (included with all Private Cloud Resource Packs), Silver, Gold, and Platinum. SLA packages always cover your entire resource pool, and pricing depends on the size of your infrastructure. Increased support levels give you faster response time, and a discounted hourly rate for our Advanced Support services. Please contact one of our sales representatives to discuss the level best suited to your needs and to ensure you have the services that are most advantageous for your organization.

## Standard SLA packages

	BASIC	BRONZE	SILVER	GOLD	PLATINUM
PHONE SUPPORT	24/7	24/7	24/7	24/7	24/7
RESPONSE TIME	24 HOURS	4 HOURS	2 HOURS	1 HOUR	30 MINUTES
HARDWARE REPLACEMENT (AFTER DIAGNOSTICS*)	24 HOURS	4 HOURS	3 HOURS	2 HOURS	2 HOURS
PRODUCT PORTAL & API	✓	✓	✓	✓	✓
ADVANCED SUPPORT	€99	€89	€79	€69	€59
HOURLY RATE					
ADVANCED SUPPORT MINUTES INCLUDED PER 5 VCPU'S*	—	30	60	90	120
PRICE/MONTH PER 5 VCPU'S	INCLUDED WITH ALL PRIVATE CLOUDS	€35	€50	€75	€100

\* SUPPORT MINUTES ARE PER MONTH AND DO NOT TRANSFER TO THE NEXT MONTH.

## Customized "Enterprise SLA" Package

The "Enterprise SLA" is a highly flexible and customizable package which gives an extraordinary level of very personalized service and is offered to customers choosing our customized platforms. You will be allocated a dedicated Service Level Manager who will ensure that levels of service are consistently maintained. Architecture and design support is also provided to help with any challenges you face while developing or expanding your platform. Please contact us to discuss your particular Enterprise SLA needs.

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