

Guaranteed level of services

A higher level of the service guarantee for the listed COOLHOUSING.NET services, an SLA (Service Level Agreement) may be chosen for a surcharge on the service price. One of three SLAs may be chosen individually according to the following table:

Server housing	START SLA	STANDARD SLA	BUSINESS SLA
Cool Service	YES	NO	NO
Plus Service	YES	YES	NO
Giga Service	YES	YES	YES

Activation fee	START SLA	STANDARD SLA	BUSINESS SLA
Monthly fee from the service price*	6%	10%	14%

* The fee is calculated from the final service price

The respective SLA chosen by the participant for the individual service is specified in the relevant service specification.

1 Parameters of the individual SLAs

The values of two basic parameters are guaranteed for the individual SLAs:

- Service availability
- Maximum repair time

Guaranteed parameter	START SLA	STANDARD SLA	BUSINESS SLA
Service availability	99.0%	99.5%	99.9%
Maximum repair time	24 hours	16 hours	12 hours

2 Sanctions when the quality is not met

2.1 Service availability

If the monthly service¹ availability is not met in the accounting period due to the provider's fault, a contractual sanction will be imposed on the participant. The contractual sanction is calculated as a percentage discount from the regular monthly price agreed for the respective service after deducting all discounts.

Monthly service availability	START SLA	STANDARD SLA	BUSINESS SLA
Availability ≥ 99.90%	0%	0%	0%
99.90% > availability ≥ 99.70%			12%
99.70% > availability ≥ 99.50%			16%
99.50% > availability ≥ 99.20%			20%
99.20% > availability ≥ 99.00%			24%
99.00% > availability ≥ 98.50%	3%	16%	28%
98.50% > availability ≥ 98.00%	6%	20%	32%
98.00% > availability ≥ 97.50%	9%	24%	36%
97.50% > availability ≥ 97.00%	12%	28%	40%
97.00% > availability ≥ 96.50%	15%	32%	44%
96.50% > availability ≥ 96.00%	18%	36%	48%
96.00% > availability 21% 40% 52%	21%	40%	52%

2.2 Defect repair time

If the repair time of a defect, the cause of which is on the provider's side, exceeds the agreed maximum repair time from the moment of the defect occurrence, the participant will be entitled to the payment of a contractual sanction. The contractual sanction is calculated as a percentage rate from the regular monthly price agreed for the respective service after deducting all discounts.

Defect repair time	Service level		
	START SLA	STANDARD SLA	BUSINESS SLA
For each hour started in excess of the agreed maximum defect repair time	0.5%	0.7%	0.8%

The total amount of the contractual sanctions for exceeding the maximum defect repair time for a single particular service in a single accounting period may be 20% of the monthly price of the respective service as a maximum.

The contractual sanctions, if any, payable to the participant for failure to meet the monthly availability of the service or for exceeding the maximum defect repair time, as the case may be, will appear in the respective service billing as the "Discount for failure to meet the SLA".

According to the definition provided in the operating conditions for rendering publicly available service of electronic communications. The pre-announced service actions not exceeding the volume of 20 hours / year are not included in the service availability.

